

Jonah Cote

jonahwcote@protonmail.com | (802) 477-3318 | linkedin.com/in/jonah-cote/ | jonahcote.com

Education **Computer Science B.S.**, University of Vermont

In-Progress, 2020-2022

Relevant Skills

Programming Languages: Python3 (w/ Anaconda), HTML/CSS, SQL, Java, C++ | **Software:** Excel, PowerBI, DataGrip, Tableau, JetBrains IDEs, VSCode, Git / GitHub, Fortigate Firewall, Sophos Endpoint, Inkscape SVG Editor

Other: Data analysis, Data visualization, Project management, Technical writing, Marketing, Lean principles, Team communication, Organization, Web design

Experience

Continuous Improvement Engineer, State of Vermont, Montpelier, VT *August 2022 - Present*

- **Analyzed processes for inefficiencies** through gemba walks, lean principles, and other continuous improvement techniques
- **Worked with stakeholders** throughout the product cycle to support changing requirements

Information Security Team, Union Mutual Fire Insurance Co., Montpelier, VT *June 2022 - August 2022*

- Generated **8 policy documents and 11 tabletop exercises** to build a business continuity and response plan, and support creation of a new threat and incident response team
- Used Excel, Tableau, SQL, and PowerBI to **analyze >7 million data points** into actionable insights on preventable losses, and **created data visualizations** to communicate key findings
- Served as **project manager** on intern team developing automatic-water-shutoff incentive plan with **projected savings of \$860,000/yr**, and prepared the pitches for senior leadership

Technology Support and Service, Lazerworks Computer, Colebrook, NH *June 2018 - August 2021*

- Engineered new workflow with custom macros to **cut inventory processing times by over 50%**
- Managed personal resources to balance numerous customers in a fast-paced environment
- Served as the first point of contact over-the-phone and in-person for software and hardware troubleshooting and repair, **while communicating complex issues** to non-technical clients

IT Department Intern, Canaan Schools, Canaan, VT *August 2019 - June 2020*

- **Managed 200+ student and faculty accounts** through G Suite alongside a Barracuda Web Security Gateway to comply with COPPA regulations

Outreach Program Manager, Alice Ward Memorial Library, Canaan, VT *August 2019 - June 2020*

- Streamlined website with Squarespace for **improved accessibility** to the visually impaired
- Organized and developed virtual reality, computer literacy, and robotics programming for all age levels, including coaching a robotics team to second-place at a state-wide competition

Christmas Tree Farmer, D'Aiello Tree Farm, Canaan, VT *Summer & Winter, 2014 - 2017*

Additional Activities

Vermont League of Cities and Towns *Economic Development Forum Attendee*

Student Government Association, Senator, University of Vermont *June 2020 - June 2022*

Vermont Rowing, Secretary, University of Vermont *August 2021 - January 2022*

- Varsity member in a team-based environment where closely following instructions and making decisions quickly under pressure is critical
- As Secretary, prepared pitches for sponsors, developed a new team graphic identity, curated team communications, and ran fundraising drives

**References available upon request*