

# Ryan Cooke

(754) 317-8114 | [rcooke7@outlook.com](mailto:rcooke7@outlook.com) | [www.linkedin.com/in/cookeryan/](http://www.linkedin.com/in/cookeryan/)

## EDUCATION

### University of Miami Herbert Business School

*Master of Business Administration*

**Miami, United States**

*Aug 2023- May 2025*

**Relevant Coursework:** Product management, Power BI, Tableau, Economic Game Theory, AI for Business, Digital Global Strategy, Management Science Models, Large Language Models, Statistics & Data Analysis, Business Process Improvement, Marketing.

### University of Western Ontario

*Bachelor of Business Management and Organizational Studies, Specialized in Finance*

**London, Canada**

*June 2015*

## WORK EXPERIENCE

### Quantum Pulse Consulting

*Product Owner*

**Detroit, Michigan (Remote)**

*August 2024 – Present*

- Defined and executed a strategic product roadmap aligned with company objectives, prioritizing project initiatives that maximized business value and stakeholder impact.
- Led development and launch of an AI-powered web platform that automated client onboarding, improving efficiency and enhanced lead generation, directly supporting revenue growth and customer acquisition.
- Delivered a streamlined multi-stage intake form that reduced client onboarding time by 40% and decreased user drop off.
- Partnered with stakeholders, and technical teams to analyze market trends, identify growth opportunities, and shape strategies that enhanced customer engagement and operational efficiency.
- Conducted customer and market analysis to inform strategic recommendations, identify process improvements, and guide investment in innovative solutions.
- Managed cross-functional teams and conducted market research to align product features with customer needs and business objectives.

### YATCO.com

*Management Consultant - Project*

**Miami, Florida**

*August 2024 – December 2024*

- Led market research and competitive analysis to inform product strategy, aligning stakeholder goals with business objectives and identifying opportunities for market expansion.
- Developed a marketing brand strategy that attracted new customer segments while preserving premium brand positioning.
- Developed comprehensive roadmaps and timelines for product implementation, proactively identifying potential risks and crafting mitigation strategies, while ensuring stakeholder objectives are in line with the business strategy.

### HP Tech Ventures

*Corporate Venture Capital & Business Analytics - Extern*

**Miami, FL (Remote)**

*June 2024 – August 2024*

- Conducted in-depth analysis of startup metrics, trends, team dynamics and business models to identify differentiation strategies and create market analysis that informed strategic investment decisions.

### Fidelity Investments

*Operations Specialist – Estates & Tax*

**Toronto, Canada**

*December 2019 – August 2023*

- Led a team of six employees through a period of rapid expansion, successfully integrating multiple large brokerage clients and exceeding service level KPI targets by 65% through effective management and strategic planning.
- Provided consultation to brokerage representatives to identify clients' needs, coordinated with cross-functional teams to develop and deliver customized tax and estate solutions to complex case requests, enhancing client satisfaction and retention.
- Developed and executed a comprehensive tax production roadmap, through collaboration with cross functional teams, ensuring all delivery targets were met and aligning with business objectives to drive overall operational efficiency.
- Spearheaded initiatives to reduce estate processing times by 50% by maintaining strong relationships and direct communication strategies with key stakeholders, facilitating more effective implementation of business strategies.

### New South Wales Government

*Support Advisor – Ministerial Services & Office of the Secretary*

**Sydney, Australia**

*July 2018 – March 2019*

- Provided strategic recommendations on policy matters, presented findings supported by data utilizing visualization techniques (Power BI) enabling Ministers to make informed decisions and adjustments regarding their current policies.
- Conducted research and prepared budget meeting notes for in-session questioning periods and ensured successful delivery rollouts by working with external partners and vendors, aligning project outcomes with management objectives.
- Lead inbound correspondence team, managed cross-functional teams to coordinate & develop response action plan.

### Bank of Montreal Financial Group

*Tax Specialist – Wealth Management Operations*

**Toronto, Canada**

*April 2016 – September 2017*

## SKILLS, ACTIVITIES & CERTIFICATIONS

**Technical Skills:** SQL, LLMs, Excel, Power BI, Tableau, SPSS, MS office, G-Suite, Adobe Suite, SPSS, Broadridge, Smartsheet, Salesforce, Financial forecasting, Business Case development, Process Improvement, Competitive Analysis, Data Storytelling.

**Certifications:** AWS Academy Cloud Foundations, IBM: Enterprise Design Thinking, Product Management: Designing a Product Roadmap, Product Management: Customer Development, Technology for Product Managers, Scrum Master Cert prep

**Activities:** Member of Graduate Technology and Innovation Association, Member of Graduate Consulting Association.