

RYAN ROTELLA

IMPLEMENTATION MANAGER & CLIENT SUCCESS SPECIALIST

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PROFILE

Goal-centric Implementation Manager and Client Success Professional with 3+ years of experience translating client requirements into technical solutions, coordinating with development teams to exceed customer expectations, and achieving goals in \$1M+ software implementation projects. Combines technical expertise, client-focused communication, and modern AI-assisted tooling to improve the customer experience from initial inquiry to project close.

SUMMARY

- 3+ years in Test Analyst, Client Liaison, and QA roles supporting SaaS implementation projects with national clients.
- Expertise in gathering client requirements, defining project scope, and translating business needs into solutions.
- Experience supporting enterprise software delivery within Agile teams of 20+ developers and analysts.
- Applies AI tooling (Claude, ChatGPT, GitHub Copilot) and prompt engineering to requirements documentation, test case generation, SQL analysis, and workflow automation.
- NYU Master of Professional Studies, Telecommunications. Python, SQL, Java, JavaScript, and Adobe Creative Suite.

SKILLS

Client Delivery	Requirements Gathering · Stakeholder Management · UAT · Client Onboarding · SaaS Implementation · Training & Enablement · Change Management
Project & Process	Agile / Scrum · Jira · Confluence · User Stories · Process Mapping · Defect Triage · Regression Testing · Release Demos
Technical	SQL · Python · Java · JavaScript · Data Validation · API Testing · Backend Troubleshooting
AI & Automation	Claude · ChatGPT · GitHub Copilot · Prompt Engineering · AI-Assisted Documentation · Workflow Automation · Process Optimization

PROFESSIONAL EXPERIENCE

Aytu — Knoxville, TN 07/2025 – Present
Social Media Manager — Contract

Managing content creation and channel growth for Aytu, developing platform-specific campaigns that expand brand visibility, increase audience engagement, and support the client's marketing objectives across various platforms.

- **Grew engagement and follower counts** by producing original video, graphic, and written content, maintaining a consistent posting calendar, and refining messaging based on engagement data.

Cognizant — Knoxville, TN 07/2020 – 01/2024
Implementation Specialist — Test Analyst

Supported a multimillion-dollar client relationship with KeyBank, gathered business requirements, and partnered with a 20-member Agile team to deliver software solutions aligned with loan origination workflows.

- **Acted as liaison for KeyBank's mortgage division**, translated loan officer workflows into functional requirements, and aligned developers, business analysts, and line-of-business teams with client priorities.
- **Maintained outstanding client satisfaction across a 3-year engagement** by resolving escalations, presenting release demonstrations, and providing client stakeholders with updates on defect resolution and delivery status.
- **Reduced post-release defects and rework cycles** through functional, regression, and system integration testing while validating each build against acceptance criteria and confirming alignment with client specifications.
- **Worked with the development team to achieve delivery timeline goals**, conducted requirements-gathering sessions with loan officers and stakeholders, documented user stories and process maps, and prioritized the development items.
- **Bridged communication gaps between technical and non-technical audiences** using working knowledge of Python, Java, and JavaScript while also writing SQL queries to validate data integrity and performing backend troubleshooting.

EDUCATION

New York University — New York, NY 2024 – 2026
Master of Professional Studies — Interactive Telecommunications Program (ITP)

- Training in full-stack creative coding, physical computing, and hardware prototyping using C++, Python, JavaScript, Arduino, microcontrollers, sensors, and human-computer interaction.

Davidson College — Davidson, NC Graduated cum laude
Bachelor of Arts in English