



*Hi, I'm Nolan! In my time at Smartsheet, I learned a lot about being friendly, yet professional when talking to customers. I became aware of the conventions I use when talking in casual conversations and how to change those conventions to convey a friendly authority on the product. In my Smartsheet Job Shadow I got to show what I've learned from talking to employees by participating in "Solution Challenges," which ranged from giving a presentation to the staff on what makes good customer service, to writing and publishing an addition to an official Smartsheet Learning Center article. We also got to chat with Employees of every level about their path to the careers they're in. Personally, I had a lot of fun learning about the working lives of those in Customer Service. Helping customers with their struggles in a program in technical writing brings me lots of joy. The culture of Smartsheet was also very pleasant, all the employees were very understanding and actively included me in the discussions they had about customers and the product. The employees of all levels were very interested in the outsider perspective I could give to the conversations. Because of this amazing experience, I'm starting to consider customer service as a job possibility for my future*