

# Smartsheet Job Shadow!

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## What was having a job shadow like at Smartsheet?

1. Smartsheet was focused on getting me out of my comfort zone and understanding what exceptional customer service is.

This was done by:

- Shadowing managers.
- Shadowing frontline (tier 1).
- Creating a powerpoint to present to the managers/employees about what good customer service is and what it looks like.

2. Answering tougher customer questions with tier 2's.

As the frontline has trouble answering customers questions they send the report to the tier 2's as they typically have more knowledge in troubleshooting and assisting customers. The tier 1-3 workers not only focus on solving the complication, but also showing empathy to the customer which is key to creating trust and a great experience!

- I liked their ideology of "Give a man a fish, and you feed him for a day. Teach a man to fish, and you feed him for a lifetime." . How this quote was similar to their work is that they teach their customers how to solve future problems by themselves.

3. Tier 3's have to deal with the hardest questions that tier 2's are unable to answer.

The large portion of tier 3's reports will be bugs in smartsheet, tier 3's will also help with replying to customers for the tier 2's. The tier 3's also communicate with employees other than tiers 1 and 2 in order to complete their task.

- When I saw how the different tiers communicate to complete a task surprised me because there teamwork was seamless and very competent, it was very motivating to see the support going on between the tiers. It taught me to not be afraid to ask for help and what great teamwork looks like.

4. Technical writing shadow

In technical writing the objective is to make readers easily understand what's written and to make the reading experience as engaging as possible.

- In the job shadow I learned what technical writing is and how writing truly is an art. When you are writing an exemplary technical article these elements will ensure success: clarity, article structure, concise and overall a large knowledge of what your writing about.
- You want to have as many people going to the pages as possible because they will learn to teach themselves the solution to problems.
- I feel like this technical writing experience has changed my writing forever! Isaac and Shane made me realize that writing is more of an art then my poetry teachers could, and previously to that job shadow I didn't even like any form of writing but now i'm excited and prepared for anything!

With this new knowledge we answered a customers question in the community with the help of a tier 1 and Shane. Shane gave me further knowledge on how to communicate with a customer to make sure the right tone is being presented as well as showing empathy.