

Lauren A. Geis

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Education:

East Carolina University College of Business, Greenville, NC

Bachelor of Science in Business Administration, Management Information Systems

May 2025

GPA: 3.2

Experience:

Enviva Biomass, Raleigh, NC

Aug 2023 – Present

Document Controller

- Coordinate all aspects of Document Control, ensuring confidentiality and meticulous attention to detail, managing reviews, versioning, distribution, and transmittals of technical documents.
- Create and own multiple site-specific workspaces designed for efficiency, leading the team to exceed our goal of a 24-hour response to all requests.
- Develop effective Smartsheet solutions for business problems, partnering with project managers to identify gaps and collaborate on solutions.
- Provide extensive training to internal and external users of Smartsheet services, ensuring effective adoption and proficiency.
- Design and implement visual data reports for executive presentations, automate workflows for project teams, and tailor SharePoint sites, dashboards, and vendor portals to meet project needs.
- Serve as a source of information and support for internal team members, ensuring seamless integration and use of Smartsheet solutions, and create ad-hoc reporting based on business needs and stakeholder requests.

Carvana LLC, Raleigh, NC

Document Administration Team Lead

June 2022 – Aug 2023

- Mentored new partners on regulatory compliance, optimized processes, and regularly assessed local compliance data, aligning processes with organizational goals through strategic plans in line with company values.
- Tracked and updated individual/team performance in Google Sheets, utilizing Tableau for macro-level performance trend monitoring.

Senior Advocate – Customer Experience

June 2021 – June 2022

- Led and managed a dynamic team of up to fifteen attendants, overseeing quality control, fostering team growth, and addressing individual development needs through regular one-on-one sessions.
- Demonstrated effective leadership in handling customer escalations, actively listening, implementing problem-solving strategies, and leveraging analytical skills to identify team strengths and areas for improvement.

Customer Advocate I/II

Feb 2019 – June 2021

- Proactively monitored and improved weekly performance metrics, earning promotion to Senior Customer Advocate for consistently surpassing targets.

Technical Skills:

Microsoft Excel, PowerPoint, SharePoint, PowerBI, Tableau, Python, SmartSheet, SQL, Data Visualization, Data Analysis, Workflow Automation, Version Control, Project Management

Certifications:

[Microsoft Excel 2021 Advanced – MyLab IT](#)

Sept 2023

[Microsoft Excel 2021 Introductory – MyLabIT](#)

Aug 2023

[Microsoft Office Specialist: Excel Associate \(Office 2019\)](#)

Jan 2023