Laura L. Theis

theis.laura.l@gmail.com   PO Box 2847, Ketchum, ID 83340   linkedin.com/in/lltheis
208-720-8173   the-is.com   github.com/lltheis

SKILL SUMMARY

- Refined leadership and organizational skills that balance work, team support, superior customer service and ad-hoc responsibilities in a timely, professional manner, with great attention to detail and timely follow-through in remote work environments
- Proven ability to comprehend complex relationships, bring resourceful solutions to challenges and willingness to learn new skills to fit solutions
- Excellent verbal and written customer service skills; diplomatic and patient with varied situations and organizational levels to find appropriate resolutions and efficiencies
- Superior troubleshooting and support abilities with developers, co-workers, and end users

PROFICIENT TECHNICAL SKILLS

Atlassian:	JIRA, Agile, Scrum, Confluence
Developer:	Ruby, Rails, Linux, command line terminal, GitHub, Heroku, Rspec, Bootstrap, JavaScript, HTML, CSS
Mobile app uploads:	Telerik, Google Play, iTunes Connect
Microsoft platform:	Word, Excel, Access, PowerPoint, Outlook
Adobe platform:	Illustrator, Photoshop, InDesign
Autodesk:	AutoCAD Architecture current version
Other:	Zendesk, Mailchimp, Harvest time, ProProfs, join.me, Sublime Text, Skype, Google Hangouts, Slack, Gitter

EDUCATION

University of Alberta, current. Software Product Management Specialization.
- Software processes and Agile practices, customer needs and software requirements, reviews and metrics for software improvements

SQL Essential Training, current. Bill Weinman, Lynda.
- SQL terminology and syntax, SQL queries, sorting, filtering, join, triggers, views

CareerFoundry, August 2015. Web Developer program.
- Set up development environment and script code using command line terminal
- Develop web application using Ruby on Rails, build websites using HTML / CSS
- Write interactive code with JavaScript

University of Wisconsin-Madison, May 2005. Bachelor of Science, Landscape Architecture
- Graduated with Distinction from the College of Agriculture and Life Sciences
- American Society of Landscape Architects Outstanding Scholastic Achievement

PROFESSIONAL EXPERIENCE

Design Associate, Architecture
scape design studio, Ketchum, ID   September 2011 - Present
- Translate customer requirements for over 40 custom homes to help construction team to deliver on time and within budget builds
- Develop architectural interior details, troubleshoot potential discrepancies and concerns
- Verify restrictions, setbacks, easements, etc. to develop site guidelines
- Execute permit and design review applications with County and City jurisdictions

Technical Support Analyst
Local Food Marketplace, remote: Eugene, OR   September 2013 – April 2016
- Led the preparation of multiple, concurrent development implementation projects and met projected timelines, budget, and objectives
- Completed help system updates for major releases 4-5x per year and coordinated with over 100 customers, developed strong relationships through regular contact
- Trained over 60 new customers on the software capabilities and synthesize & implement the best software setup for their business needs
- Troubleshot and provided technical support for ongoing customer service and
- Fulfilled 100% of Service Level Agreements (SLAs)
- Summarized and recorded testing progress, defect discovery, and repair progress
- Developed and launched a new documentation portal and configured support software business rules for maximum efficient customer support
- Organized and prepared booth for over six conferences

Software & Web Consultant
Idaho's Bounty Co-op, Ketchum, ID   February 2013 - September 2013
- Created proactive processes for bugs, interface with developers, analyze issues, design solutions
- Provided training and troubleshooting for all Idaho's Bounty staff, producer and customers
- Maintained website continuity: pricing, units, product descriptions

Director of Operations
Idaho's Bounty Co-op, Ketchum, ID   September 2007 - January 2013
- Researched and coordinated the development of Idaho's Bounty's software system
- Administrated new employee training including policies, online software, account operations
- Designed, developed, analyzed business reporting data for board, owners and donors

Design Associate, Landscape Architecture
Ben Young Landscape Architect, Ketchum, ID   April 2007 - September 2011

Community Outreach Coordinator, AmeriCorps Member
Environmental Resource Center, Ketchum, ID   October 2006 - August 2007

Travel Guide & San Juan Trip Expert
Trek Travel, Waterloo, WI   May 2005 - October 2006

Design Intern, Landscape Architecture
Vandewalle & Associates, Madison, WI   September 2003 - May 2005

COMMUNITY INVOLVMENT

Creatives without Borders, volunteer operations manager	2016 - present
Housing Association Board Member	2014 - present
Mud Honeys Mountain Bike Team	2008 - present
Wood River Bike Coalition	2010 - present
Idaho's Bounty volunteer	2013 - 2015
Big Brothers Big Sisters, Big Sister	2010 - 2013
Ketchum Town Design Team, Designer	2009 - 2010
Girls on the Run, Coach	2006 – 2010

HONORS AND AWARDS

Woman of the Year Nomination, Idaho Mountain Express	2011
Dean's List- UW-Madison	2001- 2005
Wisconsin Academic Excellence Award	2001- 2005
National Society of Collegiate Scholars	2001- 2005
Wisconsin Garden Club Scholarship	2003, 2004
Jensen-Longenecker Scholarship	2004
Ironman Wisconsin	2004

HOBBIES | ACTIVIES

Mountain Biking, Distance trail running, Downhill, Backcountry & Cross-Country Skiing, Yoga, Knitting