

# Laura L. Theis

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## OBJECTIVE

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Experienced professional technical support analyst seeking role as support engineer, web developer or product manager position

## SKILL SUMMARY

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- 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
- Superior troubleshooting and support abilities with developers, co-workers, and end users
- Excellent verbal and written customer service skills; diplomatic and patient with varied situations and organizational levels to find appropriate resolutions and efficiencies

## PROFICIENT TECHNICAL SKILLS

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

## EDUCATION

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**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

## WEB DEVELOPMENT TRAINING

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**CareerFoundry, anticipated completion July 2015.** Web Developer program.

- Set up development environment and script code using command line terminal
- Develop web application using Ruby on Rails
- Write interactive code with JavaScript
- Build websites using HTML / CSS
- Additional work in: Ruby the Hard Way / Ruby Koans / CodeEval

## PROFESSIONAL EXPERIENCE

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### **Design Associate, Architecture**

landscape 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
- Troubleshoot 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

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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

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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

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