

Laura L. Theis

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SKILL SUMMARY

- Refined leadership and organizational skills that balance work, team support and ad-hoc responsibilities in a timely, professional manner, with great attention to detail and timely follow-through in remote work environments
- Excellent verbal and written customer service skills; diplomatic and patient with varied situations and organizational levels to find appropriate resolutions and efficiencies
- 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 co-workers, software providers and end users

PROFICIENT SOFTWARE SKILLS

Atlassian: JIRA, Agile, Confluence
Zendesk customer support software
HTML: basic websites and CSS stylesheets
Mobile app uploads: Telerik, Google Play, iTunes Connect
Microsoft: Word, Excel, Access, PowerPoint, Outlook
Adobe: Illustrator, Photoshop, InDesign
Autodesk: AutoCAD Architecture current version
Other: database management for Mailchimp and Harvest time, ProProfs documentation

PROFESSIONAL EXPERIENCE

Technical Support Analyst

Local Food Marketplace, Eugene, OR (telecommute) September 2013 - Present

- Troubleshoot and provide technical support for ongoing customer service
- Train all new markets on the software capabilities and synthesize & implement the best software setup for their business needs
- Summarize & record testing progress, defect discovery, and repair progress
- Develop documentation and help system updates for new releases

Design Associate, Architecture

scape design studio, Ketchum, ID September 2011 - Present

- Develop architectural interior details, troubleshoot potential discrepancies and concerns
- Verify restrictions, setbacks, easements, etc. to develop site guidelines
- Execute permit and design review applications

Software & Web Consultant

Idaho's Bounty Co-op, Ketchum, ID February 2013 - September 2013

- Create proactive procedures for bugs, interface with software developers, analyze issues, and design solutions
- Provide training and troubleshooting for all Idaho's Bounty staff, producer and customers
- Responsible for 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
- Administered new employee training including policies, online software, account operations
- Designed, developed, and analyzed business reporting data for board, member-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

EDUCATION**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

COMMUNITY INVOLVMENT**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