

Laura L. Theis

theis.laura.l@gmail.com
208-720-8173

PO Box 2847, Ketchum, ID 83340
the-is.com

[linkedin.com/in/ltheis](https://www.linkedin.com/in/ltheis)
github.com/ltheis

OBJECTIVE

Experienced professional technical support analyst seeking role as product manager, support engineer / QA tester, or web developer

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
- 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

<i>Atlassian:</i>	JIRA, Agile, Scrum, Confluence
<i>Developer:</i>	Ruby, Rails, Linux, command line terminal, GitHub, Heroku, Bootstrap, 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, Skype, Google Hangouts, Slack, Gitter

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

WEB DEVELOPMENT TRAINING

CareerFoundry, completed August 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

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
- 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

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