

Laurie Carano

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Skills:

Microsoft Office 365 | Google Suite | Salesforce | Adobe Pro | Zoom | Google Meet | Slack | Trello | Asana | GitHub | JIRA | Confluence | Creatio | HTML | CSS | JavaScript

Work History:

Technical Support Engineer and Account Manager

3E Company – Canton, OH

February 2021—Present

- Account Manager to 30 enterprise clients, resolving technical issues for 3E's proprietary material safety data sheet authoring system, 3E Generate, and product notification tool, 3E Notify.
- Perform meticulous research to pinpoint the nuances of each issue and provide the client with clear instructions on processing the desired results according to regulatory compliance.
- Collaborate with Tier II support, Engineering, Regulatory, and Product Groups on escalated issues like bugs or compliance concerns to resolve quickly and advocate for the client.
- Perform software quality assurance testing on upgrades, ad hoc implementations, and project work orders.

Microsoft Premier Support Engineer II

Tek Experts – Colorado Springs, CO

March 2020—February 2021

- Provided technical Microsoft Office 365 support to GCC High/DoD customers in a highly secured and confidential environment.
- Shift leader responsible for case management to ensure the team of engineers met the contract's service level agreements (SLAs).
- Customer satisfaction (CSATs) and managerial reviews put me in the top 1% of staff.
- Communicated in-depth technical instructions to customers with varying technical knowledge levels.

Critical Situation Manager

Tek Experts – Colorado Springs, CO

August 2019—March 2020

- Project manager of, on average, 20 critical incidents daily for Microsoft's Premier Enterprise customers.
- Gauge the severity of incidents by identifying the impact of software or hardware failure on the customer's business and use appropriate conflict resolution techniques as needed.
- Serve as a point of escalation for the customer while managing the incident lifecycle to ensure the case progresses as planned and that all stakeholders are updated with frequent case progress and resolution, providing a positive customer experience.
- Maintain documentation for all cases, including queries, process steps, and resolutions consistent with customer commitments, prescribed protocols, and processes.

Owner/Operator

Noteworthy Virtual Assistant – Colorado Springs, CO

April 2017— August 2019

Work experience as a business owner:

- Met with clients and prospective clients in-person and virtually to scope projects, convey administrative solutions, and analyze ideas for their challenges.
- Participated in weekly networking groups to build relationships with other local business owners and entrepreneurs to market my business and build my clientele.
- Increased business awareness through social media marketing and content creation.
- Successfully maintained financial records, including accounts payables, accounts receivables, and tax records.

Work experience as a Virtual Assistant:

- Content creation and social media management.
- Update clients' websites.
- CRM management and reporting.
- Create documents, forms, thank you cards, business cards, and tracking spreadsheets.
- Responded to and made phone calls on behalf of the client.
- Calendar management and appointment setting.
- Data entry.

Executive Assistant to the Chief Legal and Compliance Officer

Signet Jewelers Inc – Akron, OH

January 2007—May 2016

- Coordinated internal and external meetings, including scheduling, agenda creation, gathering or creating meeting materials, and conference room needs (video, whiteboard, size, location, and catering if needed).
- Organized travel plans, including schedule, air/hotel, car, meal needs, meeting materials, and expense reporting for the executive.
- Researched and gathered materials on behalf of the executive for recurring meetings and Board of Directors meetings
- Handled routine responses, responding to telephone and email inquiries on behalf of the executive.
- Optimized and sustained comprehensive and accurate physical and electronic records for the Legal department.
- Chaired committees for corporate volunteer charity campaigns, including Relay for Life and the Children's Hospital holiday gift drives.

Education:

General Assembly, Denver

Web Development

Valor Christian College, Columbus

Undergraduate Degree Diploma of Arts in Religion