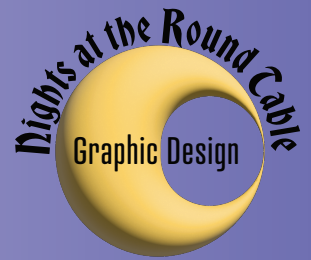


# Laura Lyons

## Graphic Designer

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### Skills

Adobe Creative Suite (Photoshop, Illustrator, InDesign, Dreamweaver, Lightroom); CSS, HTML, Microsoft Office Suite, Canva, various service request ticket systems, Cisco VoIP Telephony call center software, and more.

### Freelance Experience

Adobe Creative Suite (Photoshop, Illustrator, InDesign, Dreamweaver, Lightroom); CSS, HTML, Microsoft Office, Suite, Canva

January 2015 - Present

- Newsletter and email writer/graphic designer for local political campaign
- Design work includes concert programs, logos, branding packages, and marketing materials
- Editing work includes proofreading copy for recently published memoir as well as role playing game book, travel association membership guidebook, academic papers, and more
- Writing work includes tool tips for cell phone users, academic papers, book reviews, and more

Career Break, Full-time parenting January 2015 - February 2021

### Technical Writing Experience

Adobe Creative Suite, Microsoft Office Suite

#### *The SSI Group, Inc.*

July 2000 - January 2003  
January 2007 - January 2015

- Designed format and layout for computer software documentation manuals.
- Interviewed content experts for accurate product mechanics, wrote technical content for hospital billing software end user documentation. Updated and managed content to coincide with software updates for 20+ manuals at any given time.
- Assisted learning specialist in training materials.
- Proofread outward-facing communications from the CEO to clients, inhouse publications from the Human Resources, Marketing, and Client Alert departments, and marketing materials.

Microsoft Office Suite

#### *The SSI Group, Inc.*

*Department Change*

January 2003 - January 2007

- Answered client help desk phones on a regional support team, providing excellent customer service assisting clients with resolving software issues. Collaborated with team members to successfully close service requests, often under high-pressure situations.
- Documented resolution steps to train other service representatives.
- Cultivated positive relationships with other departments.
- Provided 24-hour on-campus support to clients as a disaster team member during Hurricane Katrina.

### Call Center Experience

Cisco VoIP Telephony call center software,  
Service request ticket system

#### *Alorica Tier II Technical Support / Customer Service Representative*

February 2021 - August 2021

- Analyzed customer accounts for optimal cellular data plan and device, researched network connectivity issues affecting multiple users, processed payments, and answered billing questions.
- Executed base level troubleshooting for cellular phone, wireless home phone, connected device, and connected car services.
- Promoted to Tier II Technical Support in order to provide in-depth troubleshooting for phones, devices, and connected cars.
- Provided stellar customer service and support to customers domestically as well as internationally who experienced issues using their mobile phones.

Service request ticket system

#### *The SSI Group, Inc.*

*Department Change*

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