

Smartsheet Job Shadow!

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What was having a job shadow like at Smartsheet?

1. Smartsheet was focused on getting me out of my comfort zone and understanding what exceptional customer service is.

This was done by:

- Shadowing managers.
- Shadowing the frontline (Tier 1).
- Creating a powerpoint to present to the managers/employees about what good customer service is and what it looks like.

2. Answering tougher customer questions with Tier 2s.

If the frontline has trouble answering customers questions, they send them to the Tier 2s, as the Tier 2s typically have more knowledge in troubleshooting and assisting customers. The Tier 1-3 workers not only focus on solving the problem, but also showing empathy to the customer, which is key to creating trust and a great experience!

- I liked their ideology of “Give a man a fish, and you feed him for a day. Teach a man to fish, and you feed him for a lifetime.” The quote is reflected in their work, where they teach their customers how to solve future problems by themselves.

3. Tier 3s have to deal with the hardest questions that Tier 2s are unable to answer.

The largest portion of Tier 3 reports are bugs in Smartsheet. Tier 3s also help with replying to customers for the Tier 2s. The Tier 3s also communicate with employees outside Customer Service to complete their tasks.

- When I saw how the different tiers communicate to complete a task, it surprised me because their teamwork was seamless and very competent. It was very motivating to see the support going on between the tiers. It taught me not to be afraid to ask for help, and what great teamwork looks like.

4. Technical writing shadow

In technical writing, the objective is to make readers easily understand what's written, and to make the reading experience as engaging as possible.

- In the job shadow I learned what technical writing is, and how writing truly is an art. When you are writing an exemplary technical article, these elements will ensure success: clarity, article structure, conciseness, and overall a good knowledge of what you're writing about.

- You want to have as many people going to the pages as possible, because they will learn to teach themselves the solutions to problems.
- I feel like this technical writing experience has changed my writing forever! Isaac and Shaine made me realize that writing is more of an art than my poetry teachers could, and previous to this job shadow I didn't even like any form of writing. But now I'm excited and prepared for anything!

With this new knowledge, we answered a customer's question in the community with the help of a Tier 1 and Shaine. Shaine gave me further knowledge on how to communicate with a customer to make sure the right tone is being presented, as well as show empathy.