

Laura S. Shrout

Davenport, IA | 563-205-3191 | ls@laurashrout.com

Resourceful IT contractor and gig economy expert with 20+ years of experience in enterprise hardware support, customer service, and digital platforms. Skilled in incident management, technical troubleshooting, and adaptive workflows. Known for strategic thinking, clear communication, and hands-on problem solving across diverse industries.

Technical Skills	Soft Skills
Enterprise IT Support (7x24)	Strategic Problem Solving
Incident & Change Management	Customer Service Excellence
Computer & Network Repair	Android App Proficiency
Hardware Deployment Projects	Technical Training & Mentoring

Professional Experience

Self-Employed Contractor – Davenport, IA

- Delivered hardware/software support for desktops, laptops, printers, and networks
- Operated as a rideshare and delivery driver using Android platforms (Uber, Lyft, DoorDash)
- Evaluated web content for relevance and quality
- Supported hardware refresh projects: staging, deployment, and troubleshooting

Hewlett-Packard – Davenport, IA

- **Strategic Incident Manager:**
Led resolution efforts for high-impact incidents, coordinated cross-functional teams, and ensured minimal downtime
- **Customer Service Engineer:**
Performed onsite installations, upgrades, and repairs

Central Missouri State University – Warrensburg, MO

- Maintained student and departmental computer systems
- Assisted students with software applications and supported lab operations

Education

Bachelor of Science in Electronics Technology

University of Central Missouri, Warrensburg, MO

Certifications: ITIL v3 Foundation Certified