

Morgen Wilson

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Education

M.S., Information Science

In progress

University of Texas • Austin, TX

B.A., Political Science

Tulane University • New Orleans, LA

Skills

- Project management
- Creating functional programs or systems from diverse materials
- Ability to work cross-functionally with other teams or departments
- Strong editorial skills
- Work easily with internal and external customers at all levels
- Writing, editing, and maintaining policy and procedure documentation
- Corporate training creation and delivery
- Language skills: French (advanced), Russian (intermediate)
- Experience as office manager, shift supervisor, head teacher, volunteer leader, corporate trainer

Volunteer Experience

- Austin Public Library: assisted patrons with use of technology, shelved materials, handled incoming materials and hold requests
- YES! Adult Literacy: Taught adult literacy classes, individual tutoring
- New Orleans public school: teacher's assistant
- Equest: Hippotherapy assistant

Profile

Detail-oriented professional with excellent analytical and communication skills, self-motivated with broad experience.

Experience

Apple Inc. • Austin, TX • October 2012 – present

Content and Training Support Engineer

Summary: Create, organize, and curate documentation and training; maintain high level of confidentiality and adherence to tight deadlines; coordinate objectives and product between business stakeholders and content analysis team; deliver training.

- Document processes and maintain knowledge base content in html.
- Write policy for the launch of new programs.
- Resolve in-depth queries in a methodical manner independently and with internal and external business partners.
- Identify and creatively address gaps in documentation and training.
- Handle incoming content requests from business managers and support advisors; evaluate for validity and implementation.
- Created map of all existing knowledge base content, later used as structure for total reorganization and import into a different format.
- Integrate complex ideas, strategies, and policies into documentation.
- Completed Instructor Qualification Course; deliver training classes.
- Verify and correct documents translated into French.

Apple Inc. • Austin, TX • January 2011 – October 2012

Apple Worldwide Developer Relations Advisor – EMEA (French)

Summary: Provided thorough, punctual program support for prospective and enrolled members of the Apple Developer Programs as first point of contact by phone and email; diagnosed and corrected problems; served as point of escalation in Tier 2.

- Completed Team Manager Backup training and backfill assignment.
- Chosen as team lead for the French team and Enterprise team.
- Handled confidential and sensitive information with integrity.
- Coded scripts to automate or streamline common processes.
- Developed reference documents and training presentations.
- Employee of the Quarter finalist; Spirit Award presented by peers.

Jeong-la Elementary School • Samcheok, S. Korea • August 2008 – August 2010

Head English Teacher

Summary: Planned, developed, and taught foundation and supplementary English curriculum for Korean children age 5 to 12, including intensive camps and remedial support; led adult classes.

- Independently designed student-centered after-school curriculum for all levels with original learning materials.
- Designed tests and exams; evaluated and graded students' progress.
- Organized or prepared teams for special events: festivals, speech contests, awards, performances, competitive exams.
- Co-wrote and -delivered training workshop for ESL teachers.