

Morgan V Harrell, M.Ed.

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Profile

I am a number geek with a passion for writing and Swiss army knife experience in business operations.

Professional Experience

- 10/2019 – Present ● **Business Engineering Communications Coordinator (Contractor)**
NFP, Austin
- Manage the Technology Department communications.
 - Document ServiceNow ITOM Stand Up and Administrate the ServiceNow Knowledge Base.
 - Develop and design training and technical documents.
- Software: Office 365, Visio, Camtasia, and ServiceNow.
- 01/2009 – Present ● **Writer/Owner**
E-Morgaine, LLC, Austin
- Wrote employee handbook, policies and procedures, and instruction guides to implement protocols that led to 25% increased productivity.
 - Created technical documents for Manatron and SunPower.
 - Administrator functions to include bidding, accounting, taxes, and budget.
- Software: Google Business, Office 365, and Adobe Creative Suite.
- 09/2018 – 07/2019 ● **Data Analyst II (Contractor)**
Apollo Endosurgery, Austin
- Wrote eight instruction manuals and four process charts for internal processes in Salesforce and QAD to avoid costly error and improve in-house training.
 - Streamlined audit process compliant with Sarbanes-Oxley and KPMG requirements for customer service, pricing, and regulatory.
 - Analyse and reconcile data in Salesforce and QAD.
- Software: Salesforce, QAD, Microsoft Office, Sonicview, and Visio.
[Charter Communications: Data Analyst II 9/2018 to 12/2018– Revamped the Nexidia training guide for new analysts. Declined temp to perm]
- 01/2018 – 12/2018 ● **Adjunct Professor**
Virginia College, Austin
Taught College Algebra and College Mathematics part-time.
- 11/2016 – 09/2018 ● **Data Analyst**
CapMetro, Austin
- Wrote an annual report for MetroAccess, updated instructional manuals and created charts resulting in reporting efficiency and self training.
 - Instrumental in post-audit development and implementation of more effective procedures.
 - Technical adviser on procurement purchases and large transit contract.
 - Analysed data for NTD reporting, internal operating reports, and pricing.
- Software: Microsoft Office, Trapeze, and Visio.
- 11/2015 – 09/2016 ● **Tax Process and Business Analyst**
Sales Tax Associates (Company closed), Austin
- Wrote the employee handbook and created three instruction guides.
 - Managed telecommunication or utility tax payments– Colorado tax subject matter expert.
 - Implemented an online timekeeping software.
- Software: Microsoft Office
- 07/2012 – 07/2014 ● **Data Analyst**
Texas Department of Agriculture, Austin
- Controlled records retention and wrote four technical guides for training.
 - Wrote a style guide and created a tree diagram of the Bridge software.
 - Wrote a presentation for pesticides showing the correlation of specific ingredients to location and neurological illness in humans and pets.
 - Gathered data and wrote an instruction guide to inspectors for a data sampling plan designed to streamline gas pump inspections for cost savings.
 - Customize uni-variate, compliance rate, trend, and performance analysis for program data, logistics' team, and field offices.
 - Headed the monthly trend analysis program and evaluate problems for improved operating procedures and policy updates.

Professional Experience

- Oversight of administrative functions for the department.
Software: Microsoft Office, Visio, BatchGeo, Bridge, Mobi, and Quorum IQ.
- **08/2008 – 04/2009**
 - **Mid-Level Data Analyst – Contractor**
Dell MessageOne, Austin
 - Optimized workflow of client uploads, wrote "Read Me" guides for client import, and wrote basic Python map codes for software.

Professional History

- **09/2007 – 05/2008**
 - **Director of Revenue Management in Training**
Austin Sheraton Hotel, Austin
 - Management training program for hotel revenue. Training program was cancelled. Wrote a Galaxy Lightspeed training document for Front desk staff.
- **06/2006 – 09/2007**
 - **Call Center Operations Analyst**
Dell, Inc., Austin
 - Excel Guru in data analysis and trends.
- **11/2004 – 11/2005**
 - **Project Manager and Administrative Assistant III**
Colorado Department of Revenue, Denver
 - Analyzed mismatched business tax payments, supervised temporary staff, modernized and managed supply cost and department bills, records management, and optimized the process for 2,000 tax form yearly updates and wrote instruction manuals that improved self training.
- **08/1997 – 08/2002**
 - **Project Manager, Crew Dispatcher, and System Administrator**
Union Pacific Railroad, Omaha
 - Managed 80–120 trainmen, engineers, and yard personnel, trained staff, and qualified on 25 territories with a claim rate of 3% or less.
 - Reduced cost to the Property Tax Department by managing weed abatements, mile reconciliation, and lease property tax projects.
 - **Russian Linguist and Aircrew Scheduler**
United States Air Force
Honorable Discharge 1994

Education

- **08/2015 – 05/2018**
 - **M.Ed. Instructional Design and Technology**
West Texas A&M, Canyon
- **08/2009 – 05/2014**
 - **A.A.S. Technical Communications**
Austin Community College, Austin
- **08/2009 – 05/2014**
 - **A.A.S. Government Communications**
Austin Community College, Austin
Journalism, Creative Writing, Social Media, and 30 hours Accounting classes.
- **08/1992 – 05/1997**
 - **B.S. Mathematics**
Creighton University, Omaha

Publications

Origins Scientific Research Society – 2012 to Present
The Summit – 2018 to Present

Professional Associations

Drive a Senior Central Texas – Board of Directors 4/2019 – Present
Drive a Senior South Austin – Board of Directors 5/2018 – 4/2019

- Records management and writing history.

Brush Square Museums – Secretary – Board of Directors 11/2015 – 07/2017
TimberRidge HOA – Board of Directors 1/2012 – 4/2013

Honor Societies

The Honor Society 1/2018 – 5/2018
National Society of Collegiate Scholars 8/2016 – 1/2017
Phi Theta Kappa Honor Society – Alpha Gamma Pi Vice President 8/2012 – 5/2014
The National Society of Leadership & Success – Sigma Alpha Pi 8/2011 – 5/2012