

Kathleen A. Morton

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Work Experience

Freelance Writer & Editor, Remote

Freelancer

01/2015-Present

- Copy edited a YA novel of 60k words by an as-of-yet unpublished author, with the intent of improving prose to secure a literary agent.
- Provided a structural and copy edit for a novel of 300k words written by an independent and self-published author, cutting at least 10% of unnecessary prose per chapter.
- Managed long and short term projects effectively and independently resulting in acquisition of repeat customer accounts.
- Optimized my work from home routine to increase speed and editing efficiency by utilizing Google Docs for commenting and collaboration with clients on large projects.
- Volunteered to edit essays and tutor writing skills for local college-bound students during the pandemic.

SaveAround, Binghamton, NY

Copy Editor & Production Assistant

10/2018-03/2020

- Edited coupon and social media copy for clarity of language and offer value in order to drive traffic and sales.
- Managed client concerns regarding their ads in yearly and limited edition fundraising catalogs while prioritizing account retention.
- Aided chief operating officer and department manager in writing scripts to explain return on investment strategies for use by the general customer service team.
- Collaborated with management teams in developing training materials for onboarding new employees.
- Wrote preliminary documentation for implementing Zendesk software into our general customer service strategy.
- Performed data entry tasks using Microsoft Excel, Google sheets and proprietary database software during account creation for new clients brought in from our sales teams.

Time Warner Cable / Spectrum, Middletown, NY

Technical Support Representative

08/2015-04/2018

- Resolved billing and equipment issues in a high-volume call center role for over 55 accounts per day on average with empathy and efficiency.
- Rapidly learned to manipulate databases of customer information on proprietary software.
- Kept organized and detailed records of how calls were handled in order to further assist customers and resolve accounts.
- Cooperated with multiple trainee agents to assist them with upselling during support conversations and brainstorm ideas on how to make our work more effective.
- Kept detailed and efficient notation on all team topics meetings and goal coaching meetings from hire date in order to better improve my performance and aid the agents on my team.
- Participated in extensive training on all product technical support when available to further my ability to provide callers with succinct resolutions, which resulted in at least 20% more customer accounts retained.

Skills

Editing: Google Suite, Microsoft Suite, Adobe Acrobat, Adobe InDesign, Wordpress, Copy Editing, Structural Editing, Proofreading, Grammar, Attention to Detail, Strict Deadlines

Writing: Copywriting, Creative Writing, Ghost Writing, Social Media Management, Technical Writing, Grant Writing, Blogging, SEO, Google Analytics, Self-Direction

Coding: Python, HTML, CSS, Visual Studio Code, PyCharm, GitHub

Data Entry: Transcription, Database Manipulation, Typing Accuracy, 90 WPM Typing

Executive Assistant: Account Management, Client Services, CRM, Organization, Time Management, Planning, Meeting Coordination, Note Taking, Zoom, Microsoft Teams, Administrative Support, Budgeting, Invoicing, Expense Reporting, Project Management

Technical Support: Customer Service, Written and Verbal Communication, Customer Retention, Billing Software, Troubleshooting, Problem Solving

Interests: Collaborative Storytelling, Novel Writing, Poetry Writing, Reading, Programming, Graphic Design, Traditional Art, Digital Art

Education

Bachelor of Arts, 2015. State University of New York at Oswego, Oswego, NY

Major Program: Creative Writing **Minor Programs:** Anthropology & Native American Studies.

Certification, 2022. Albany CanCode, Remote/Albany, New York.

Program: Python for Data Analytics. **In Progress:** Front End Web Development.