

# Brad Morgan

Atlanta, Georgia

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[Portfolio](#)

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## EXPERIENCE

### **Mailchimp, Atlanta, GA — Quality Control & Training Specialist**

FEBRUARY 2018 - CURRENT

Starting out as a Customer Support Technician, I was responsible for learning the product and assisting users in troubleshooting product issues. I was promoted to the Premium Team, joining the first team at Mailchimp to assist users via phone support. When I joined the Quality Control team in 2021, my responsibilities expanded to facilitate all new hire training for the Customer Support department..

### **Taproom Coffee, Atlanta, GA — Lead Barista**

2015 - 2018

Responsibilities as Lead Barista included merchandising, restocking, customer service, multitasking and connecting with the local community.

### **Starbucks, Atlanta, GA — Shift Lead/Barista**

2007 - 2015

I stayed with the company for eight years, working at three different locations, learning about the structure of a corporate company and its resources to train and develop its employees. During my last two years at Starbucks, I was involved in new hire training and shift leading.

## EDUCATION

### **Georgia Institute of Technology — UX Bootcamp**

AUGUST 2022 - MARCH 2023

The 24 week UX bootcamp at Georgia Tech focused on the fundamentals of UX and UI, web development and visual design. I relied heavily on my project planning and time management skills throughout the course to juggle multiple projects at one time and hit all deadlines. We were assigned different teams for each project, and I value a collaborative work environment. Through user research, I was able to digest feedback with empathy and iterate based on the needs of the user.

### **Georgia State University, — Film/Video Communications**

2010-2012

## SKILLS

Figma

Miro

Maestro QA

HTML

CSS

JavaScript

Jira

Zendesk

VS Code

GitHub

Looker

## REFERENCES

### **Jonathan Pasqual**

Owner of Taproom Coffee

404-909-4986

### **Tyler Ward**

Director of Product Support,  
Mailchimp

[tyler\\_ward@intuit.com](mailto:tyler_ward@intuit.com)

### **Billy Fairhurst**

Premium Support Manager,  
Mailchimp

919-539-2510

## PROJECTS

[AIR Guatemala Website Redesign](#)

[NSA Website Redesign](#)

[Cooka App Design](#)