

# Morgan Kothman

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## Experience

### **Gas Station Attendant - Meijer**

#### **June 2025 - Present**

- Provide compassionate customer service with clear, accurate information, to ensure a welcoming and respectful environment
- Maintain clean, safe, and well organized spaces, especially with respect to chemical and food safety
- Handle transactions accurately and efficiently, paying a high level of attention to detail within a fast-paced environment
- Verify accuracy and process paperwork for incoming deliveries
- Manage incoming phone calls by answering inquiries or referring calls to the appropriate department

### **Passport Acceptance Agent, Tech Intern - Kalamazoo Public Library**

#### **November 2023 - May 2025**

- Conduct detailed reviews of and submit passport applications as a **Passport Acceptance Agent**
- Maintain, fix, and add features to a previous intern's web app for managing 3D print requests, while learning to use a new programming language
- Instruct and mentor coworkers in using, maintaining, calibrating, and repairing 3D printer equipment (prusa mk3s+, flashforge creator pro, bambu x1 carbon) and its associated software
- Provide support to patrons using public computers and other library tech services, like printing/copying/faxing, Microsoft Office, internet and email issues, and much more
- Guide patrons in using software and hardware in the Idea Lab, such as film and audio digitization tools, Music Production Software, synthesizers and mics, and audio interfaces
- Train new interns across all aspects of the job, like using Sirsi and its peripheral equipment

### **Volunteer, Event Host, Groundskeeper, Cook - Circle Pines Center**

#### ***August 2021 - March 2023***

- Anticipate needs of retreat center guests from variety of backgrounds, to create a welcoming environment aligning with CPC's mission to promote peace, social justice, environmental stewardship, and cooperation
- Lead and manage events cooperatively with colleagues
- Compassionately receive concerns from constituents and address with Executive Director
- Pursue new skills, such as roof repair, caring for goats, re-tiling an old farmhouse tea room, setting up a reverse osmosis system for maple syrup processing, and creating an interactive 3D model of the tea room

### **Technical Support Specialist - FormAssembly**

#### ***January 2015 - December 2016***

- Provide exceptional support to customers working with online form building software to make data collection and management as smooth and effortless as possible, through email, chat, and video
- Resolve Enterprise issues relating to Single Sign On authentication services and HIPAA compliance, as well as hardware/software specific requests
- Quickly onboard while becoming an expert on vast array of software and third-party data processing
- Investigate and document bugs, relaying updates and information to relevant parties
- Assist with transition to new knowledge base software while continuing to update and create articles
- Maintain and further develop internal chrome extension to aid in speedy troubleshooting
- Perform critical testing for Enterprise HIPAA compliance during release of new product launch

## **Undergraduate Assistant, Intro to Programming - Indiana University, Bloomington**

***August 2012 - December 2012***

- Develop a thorough understanding of introductory programming concepts to better guide non-programming majors studying web development
- Support students in setting up a Unix development environment using only the command line
- Learn new strategies for one-on-one and group instruction with a focus on simplifying complex ideas for beginners

## **Lifeguard - YMCA (Muncie, IN; Bloomington, IN), IU Rec Sports, Circle Pines Center**

**May 2011 - July 2015**

- Ensure the safety and well-being of patrons as a first responder
- Participate in regular training to practice first aid, CPR/AED, and rescue techniques
- Monitor the pool and nearby areas to proactively identify potential hazards and safety issues
- Respond to distressed or injured patrons, providing an appropriate level of care based on my training