

Morgan Kothman

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Experience

Kalamazoo Public Library - Passport Acceptance Agent, Tech Intern

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

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

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

FormAssembly, Remote Technical Support Specialist

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

Indiana University, Bloomington - Undergraduate Assistant, Intro to Programming

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