

Morgan Williams

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Native English speaker with diverse experience including professional & language training and travel.

Language Proficiency

English Native (USA)

Russian Fluent

Spanish B2

Education

Brigham Young University - BA in Russian Language & Literature

2014

- Studied and taught as a volunteer in Russia and Belarus for 2 years
- Minor in Communications and Advertising
- Completed courses in English language and literature

Professional Experience

Volunteer ESL Teacher - Brigham Young University

2007 - 2009

- Taught English to students from beginner to advanced levels
- Achieved Russian language fluency through immersion
- Developed custom curriculum materials for different learning styles

Software Engineering Consultant & Trainer - Zelis Healthcare • National Care Dental

2018 – 2025

- Regularly trained groups of 5-15 employees, teaching skills to improve their capabilities
- Documented complex technical processes
- Automated tasks that would normally require dedicated employees, saving time and improving efficiency
- Learned and taught new programming languages to achieve company objectives

Product catalog and customer satisfaction analyst - Walmart eCommerce / Jet.com

2015 - 2017

- Worked with countless customers over the phone, email, and social media to understand & resolve issues
- Helped manage the quality of Jet/Walmart eCommerce catalog of 50+ million products, training employees in processes that I created to identify and prevent potential issues customer satisfaction or legal issues