

# Morgan Williams

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Native US English speaker with diverse experience in professional training, language training, and travel.

## Language Proficiency

**English** Native (USA)

**Russian** Fluent

**Spanish** B2

## Education

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**Brigham Young University** - BA in Russian Language & Literature

2014

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

## Professional Experience

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**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
- Documentated 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 satisfcation or legal issues