

## Experience

### Training and Education

- Creating effective instructional design
- Building the conceptual scaffolding necessary to understand challenging concepts
- Using communication skills to help people learn new technologies
- Following up with students to support knowledge application on the job
- Communicating effectively with multiple learning styles and diverse backgrounds
- Encouraging student participation to create a positive classroom environment

### Writing

- Writing audience-appropriate technical content including training documentation and whitepapers
- Researching source material to obtain relevant, accurate information
- Coaching technical writers in clear, well-organized writing

### System Administration

- Implementing and supporting new technology in unique business environments
- Troubleshooting problems ranging from everyday frustrations to system-level issues
- Implementing appropriate technology to support a variety of business requirements

## Professional Experience

### Freelance Writer

2009 – Present

I created several step-by-step demonstrations of beta software for Microsoft. These demonstrations illustrated new and improved software features as well as improved value.

### Aeshen LLC, Portland, OR

2006 – 2008

### Product Analyst

I helped Aeshen create high quality training and education materials by serving as an internal Subject Matter Expert on Windows Server® 2008, Microsoft Virtual Server and Hyper-V™, the System Center suite, and other Microsoft server products. In addition, I was instrumental in helping Aeshen scale up to produce several Microsoft Learning courses and Microsoft whitepapers.

### Portland Community College, Portland, OR

2006 - Present

### Freelance MCT

I taught Microsoft certification classes to continuing education students at PCC, enhanced curriculum presentation with value-added components (for example: <http://pccvirtualserver.philipmorgan.net>), and developed course enhancements.

### Accomplishments

- Simplified classroom setups by developing a virtualized lab environment for students
- Developed and delivered several special-interest workshops on server virtualization and Microsoft Group Policy implementation
- Maintained an 8.6 out of 9 average evaluation on instructor performance

**Oregon Ballet Theatre**, Portland, OR

2003 – 2005

### **Information and Communications Manager**

I helped the mid-size non-profit Oregon Ballet Theatre with core operations by managing, maintaining, and upgrading their technology systems. I efficiently managed Windows® 2000; Exchange 2000; Windows 2000 Terminal Server; Norton Antivirus; Macintosh OS 9.x and 10.x; Blackbaud Raiser's Edge 7.6 and custom Crystal reports; T1 and frame-relay circuits; Cisco and Sonicwall; and Nortel Norstar systems.

#### **Accomplishments**

- Provided high-quality staff support and project implementation in an environment of limited resources
- Migrated the fund-raising department from outdated gift tracking software to a modern, industry-standard platform
- Consolidated Change-Of-Address/Do Not Call database management for all departments

**CIGNA Medicare**, Nashville, TN

2002 – 2003

### **Contractor to Field Support Operations**

I helped Cigna Medicare support Windows XP Professional in a 1000+ user environment.

**Various Clients**, Nashville, TN

2000 - 2003

### **Consultant**

I supported the technology needs of three small businesses on an on-call basis, in addition to teaching Microsoft Official Curriculum (MOC) classes at Nashville State Technical College.

**TBA Entertainment Corporation**, Nashville, TN

2000 – 2002

### **Network Specialist**

I helped TBA Entertainment maintain and scale out a multi-site LAN/WAN system by collaborating on WAN design issues, researching and evaluating potential infrastructure components, and administering existing systems. Technologies managed include Windows NT4.0 and 2000; Exchange 5.5 and 2000; Norton Antivirus; T1 and frame-relay circuits; Cisco and Sonicwall. While at TBA, I researched and planned several significant projects including an Exchange upgrade; a WAN infrastructure upgrade; an Active Directory consolidation; and the de-commissioning and mothballing of two branch offices.

#### **Accomplishments**

- Migrated 250 users from outsourced email provider to in-house Exchange server with no lost mail, no downtime, and no headaches for users

**KIZAN/Panurgy**, Nashville, TN

1998 – 2000

### **Senior Network Consultant**

I helped KIZAN/Panurgy deliver comprehensive systems integration services to clients by teaching MOC classes and consulting with clients on the deployment and support of SMS 2.0, SMS 1.2, Exchange 5.0, Exchange 5.5, SQL Server® 6.5, SQL Server 7.0, TCP/IP implementation and troubleshooting, Windows NT Server and workstation, and Raptor firewalls.

#### **Accomplishments**

- Helped institute an MCSE training program at Nashville State Technical College
- Collaborated on an SMS 1.2 rollout to approximately 7,000 desktops

**New Horizons CLC**, Nashville, TN

1996 – 1998

### **Technical Trainer**

I helped New Horizons deliver effective training to a variety of clients. I taught classes in MS Word, MS Excel®, Windows 95, HTML programming, MS Access®, and Internet Explorer®. After 6 months with New Horizons, I began to teach Microsoft certification classes: Windows NT 4.0 server and workstation, SQL Server administration, SMS 1.2, TCP/IP, Windows 95, IIS 3, IIS 4, and Networking Essentials

### **Accomplishments**

- Obtained MCSE and MCT certifications within 6 months
- Developed, implemented, and supported an IIS/ASP/SQL-based class evaluation form for student use
- Implemented multicasting disk imaging software to assist in classroom setups
- Earned "Instructor of the Year" award for consistent delivery of high-quality training

### **Education**

Davidson College, Davidson, NC

BA, Political Science, 1996