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# REN MORRILL

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## PROFILE

I am a writer and technologist with a knack for being able to make complicated or technical things understandable to anyone. I am currently looking for career opportunities where I can use my tech savvy for the public good.

## EDUCATION

Goddard College - Plainfield, Vermont  
Bachelor of Arts - Media, Internet, and Society

## EXPERIENCE

INFORMATION AND REFERRAL CALL SPECIALIST, 211 MAINE; SOUTH PORTLAND, MAINE – 2009-PRESENT

- Answer calls and offer appropriate referrals and information about available social services in the States of Maine, Rhode Island and Vermont
- Document actions taken during call
- Advocate for clients in need as appropriate
- Administer and disseminate information about seasonal programs or state emergencies
- Administer the State of Vermont's emergency housing program
- Research client information in state databases to determine eligibility for programs
- Assist trainers with policy and training documentation

TECHNICAL CONSULTANT, ACADEMIC AUTISTIC SPECTRUM PARTNERSHIP IN RESEARCH (AASPIRE); PORTLAND, OREGON – 2010-2013

- Engage research partners via email alerts, outreach materials and create other web content to keep staff, interns, and partners abreast of project deadlines and progress
- Assist with meeting planning, and provide technical support to primary investigators using audio and web-based meetings
- Research, draft, and edit informational media, policy documents, and other communications materials
- Draft and update of both internal and external websites with policy changes
- Research and draft clear and concise content for an online healthcare toolkit geared towards Autistic adults and their supporters
- Assist staff with technical aspects of the project including web development, quality control, content management, database management, graphic design, voice file production, and web testing

TECHNICAL WRITER, INTEL; BEAVERTON, OREGON – 2008 (SIX MONTH CONTRACT)

- Edit, re-draft, and format help files for the database and engineering systems departments

- Collaborate with subject matter experts to author new help files as needed
- Format and transfer existing, piecemeal documentation to a single-source, online content management system
- Train engineers on how to create, update, and edit the content management software

NOC TECHNICIAN/TECHNICAL WRITER, XO INTERACTIVE;BEAVERTON, OREGON – 2004-2008

- Remotely monitor infrastructure health via event management systems across multiple sites
- Troubleshoot events and perform correction procedures and/or escalate as necessary
- Documentation for internal information systems, including templates, workflow systems, high-level system architecture, and troubleshooting guides
- Holistically review documentation and recommend revisions in accordance with infrastructure additions or changes
- Works with subject matter experts in all departments to continuously develop, improve, change and review content
- Perform edits and updates as requested or needed

COMPUTER OPERATOR, NEXTLINK INTERACTIVE;PORTLAND, OREGON – 1999-2001

- Perform routine maintenance (reboots, diagnostics, tape swaps etc.) of computer and telecom equipment, and produce nightly diagnostic reports
- Provide on-site support in the event of software errors, hardware failure, or other emergencies; troubleshooting and/or escalating as necessary
- Document infrastructure events in the shift change log
- Creation and maintenance of documentation of computer / telecom systems and processes for end users, support staff, and engineers

#### SKILLS

- Operating Systems: Windows, Mac OS, OS/2
- Desktop Publishing: Open Office, Microsoft Office, Apple iWork, Scrivener, Wordpress
- Web Dev and Coding: HTML/CSS, a little Python
- Database: MySQL Workbench
- Content Management: Drupal, Github, Mediawiki, Wikidot, Wordpress
- Graphics: Adobe Creative Suite, GIMP, Visio, Omni Graffle
- Exceptional organizational, writing, communication, and creative problem solving skills
- Faster learner, detail oriented, and strong analytical skills