

Tené N. Morgan

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EDUCATION

University of New Mexico, Albuquerque, MN May 9, 2015
Bachelor of Arts in Psychology, Magna Cum Laude

Cornell University, Ithaca, NY June 2011 – May 2003
Major in Communications

FELLOWSHIPS

Change Network | Minnesota Cohort October 23, 2017 – Present
Humphrey School of Public Policy, The Office of Private & Nonprofit Leadership, The Cultural Wellness Center and Bush Foundation

- Trained in leadership skills that create change to create a more equitable and inclusive Minnesota.
- Implemented organizational and institutional analysis of cultural foundations and systems of thought.
- Mentored by community elders and organizational champions to effectively create change.

New Sector Alliance Impact Leadership Incubator (ILI) Fellow February 5, 2017 – Present
New Sector Alliance Minnesota Chapter – Aeon Placement

- Trained in fundraising, grant writing, stewardship and funder relations.
- Secured approximately \$70,000 in grants from private foundations.
- Designed a growth and development business plan for developing expertise in the nonprofit sector.

PROFESSIONAL EXPERIENCE

Peace Corps Ethiopia, Addis Ababa, Ethiopia July 2015 – November 2016
English Language Teacher

- Designed curriculum, assessments and monitoring of evaluation for 90-120 9th and 11th grade English students per semester.
- Increased English output and comprehension amongst 75% of 9th and 11th grade students, secondary school teachers and school administrators.
- Composed project proposals and trimester reports of monitoring and evaluation results.
- Collaborated with local professionals and community members by training 6-10 teachers on a weekly basis, and unifying school faculty with students and parents of different cultures through cross-cultural communication, program coordination and facilitation.

Blue Cross Blue Shield, Albuquerque, NM February 2013 – May 2015
Claim Examiner (Full-Time)

- Evaluated incoming insurance claim requests from patients, doctors and health care facilities.
- Determined whether claims included the necessary information to be paid or declined.
- Contacted health care facilities via phone regarding medical coding errors.
- Documented receipt, payout and decline of insurance claims within BCBS software.

American Automobile Association, Albuquerque, NM

October 2012 – May 2015

Inbound Call Receiver (Part-Time)

- Received, processed, and dispatched multi-line phone calls within a specialized database.
- Motivated eight team members in procedures and phone etiquette as shift team leader.
- Reviewed customer service calls and reported monthly progress and/or additional training needs of co-workers to the shift manager.
- Increased customer service call completion with a decrease in repeat calls during overnight shifts.

Project PeacePal, Albuquerque, NM

August 2010 – December 2012

Service Learning Coordinator & Database Manager

- Updated the organization's database of local and international students, donor database and email list-serve for monthly newsletter blasts.
- Trained university student volunteers on database organization, updates and submission for quarterly reports.
- Reviewed all incoming and outgoing letters written by local and international students to screen for inappropriate content, gifts and requests for money.
- Designed fundraising, volunteer recruitment, and conference activities, managed social media and collaborated with foundation research and grant review.

Mercy Volunteer Corps, Savannah, GA

August 2009 – August 2010

Community Worker at St. Joseph's Hospital Adult Day Care Center

- Reported to three Social Workers throughout their daily workload and weekly home visits in addition to co-facilitation of day programs with registered nurses.
- Connected St. Joseph's Georgia Infirmary member to community leaders with goals for creating long-term community connections and relationships.
- Developed 3 long-term community connections for Adult Day Care members to improve their integration into society beyond their physical and mental disabilities.
- Collaborated with registered nurses to include painting and music into weekly Adult Day care activities.

City of Lakes AmeriCorps, Minneapolis, MN

June 2008 – June 2009

Service-Learning Coordinator

- Created and facilitated after school programming for students grades 6-8 in sizes of 6-20 students per session.
- Assisted in ESL classes and programs promoting parent-involvement of ESL and Special Education students with goals of increasing parent involvement and student participation.
- Improved field trip and curriculum connections in Civics, Social Studies and Special Education classes with 10 teachers through the Recreational Education Department.
- Composed a service learning grant and received \$1200 for projects completed within the year for service-learning purposes.

PROFESSIONAL GROWTH & DEVELOPMENT TRAINING

Salesforce Lighting – September 4, 2017; Sally Levine, Aeon Systems Administrator

Fundraising and Proposal Writing – February 18, 2017; New Sector Alliance

Non-Profit Basics – February 4, 2017; New Sector Alliance, Minnesota Council of Non-Profits

Language Training – July – Sep, 2015; 122 hours of Afan Oromo language; Peace Corps Ethiopia

Cross-Cultural and Administrative, July – Sep, 2015; 80 hours; Peace Corps Ethiopia

Technical Training, July-Sep, 2015; 180 hours; Peace Corps Ethiopia