

MARCO MORGAN

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SOCIAL WORKER & FREELANCE WRITER

FREELANCE WRITER | SOCIAL WORKER |

Dynamic, highly organized, and detail-oriented Social Worker and Freelance Writer showcasing over 20 years of comprehensive experience in administrative and senior leadership positions in diverse companies. Multifaceted and customer-centric, offering a solid background in social work, research, and services coordination. Strong leadership skills with the ability to drive growth efforts while leading process improvement initiatives to enhance productivity. Expert in a wide range of social work and writing service duties, including web content development, database management, article editing, and SEO keywords research.

CORE COMPETENCIES

- Special Project Management
- Organization
- Critical Thinking
- Cultural Competence
- Time Management
- Active Listening
- Research Skills
- Technical Documentation Processes
- Data Privacy & Security
- Process Improvement & Efficiency
- Problem Analysis & Issue Resolution
- Content Strategy & SEO

TECHNICAL SKILLS

Advocacy, Emotional Intelligence, Originality, Adaptability, Microsoft Office Suite (Word, Excel, Visio, Access, Project, Outlook); WordPress; SharePoint; Bill Quick, CCH.

EDUCATION

Bachelor's in Accounting – Limestone College - Gaffney, SC 2011 to 2014

Master of Social Work – Limestone College - Gaffney, SC 2023- Ongoing

PROFESSIONAL EXPERIENCE

CPS Case Worker

Aiken SC Mental Health

April 2019 to present

Family Preservation Division (Family Preservation Case Manager)

- planning and executing case work activities to facilitate safety, permanence, and well-being of children who have experienced abuse and/or neglect
- assessing risk and managing safety threats to children in the custody of the agency
- engaging children and families in development of treatment plans
- accessing services and ensuring services are linked to care provider
- participating in supervision and legal consultations
- helping families get stronger and work toward reunification and a happier, safer life.

Freelance Content Writer

2010 to present

- ghostwriting content for content mills, including Outreach Frog and WordAgents
- helping private clients with keyword research and content strategy

Shift Supervisor

Helping Hands Inc.

February 2006 to 2019

Manage daily operations of teen boys/girls group home facilities • Supervise staff to ensure all duties are being fulfilled • Make out staff's work schedules and monthly activity schedules for teen residents • Supervise, protect, and care for children one-on-one and in group sessions • Follow behavior treatment plans for the children implemented by the therapist • Model appropriate, healthy behavior to assist the residents in personal, emotional, and developmental growth • Thoroughly follow agency policies and procedures • Assure daily logs are completed in a timely fashion • Provide guidance, redirection and/or interventions during times of conflict and escalated behaviors • Attend and participate in all staff meetings • Attend all required trainings

Fuel Center Clerk

Kroger Stores

April 2006 to May 2011

Monitor usage of fuel pumps by customers • Collect payment for fuel purchases • Assist customers as needed at the fuel pumps • Perform daily maintenance and cleaning of fuel pumps

Teen Counselor

Helping Hands Inc.

May 2003 to February 2006

Ensured safety, physical/emotional well-being of all teen residents • Accompanied residents to medical appointments, activities, therapy sessions, etc. • Documented activities, behaviors, responses and interventions in daily logs • Performed inspections of rooms, bathrooms, and living quarters • Provided guidance, redirection, and interventions during times of conflict and escalated behaviors • Attended mandatory staff meetings and trainings

Tutor

Helping Hands Inc.

November 2001 to May 2003

Evaluated a student's need for tutoring • Provided support for students to overcome their academic challenges • Communicated with students about the issues or challenges they were having with a subject • Re-explained topics or concepts covered in class • Worked on homework assignments and projects • Helped students develop sound study and time management skills • Re-evaluated tutoring mechanisms being used to ensure the effectiveness of tutoring for students

Medicaid Transportation Driver

Aiken-Barnwell Mental Health

October 2001 to March 2003

Transported patients to and from medical appointments • Assisted patients entering and exiting vehicle • Operated wheelchair lift gate to facilitate transport of wheelchair patients • Maintained daily mileage log, number of trips, passengers, destination and fuel consumption • Inspected condition of van for safety and cleanliness

Front Desk Clerk

Ramada Limited

March 2000 to August 2001

Made lodging reservations for customers via face -to-face, over the phone, or online • Checked guest in upon arrival to the hotel • Assigned rooms based upon the guest's needs • Answered guests' questions and took care of any problems the guests may have encountered • Communicated with housekeeping and maintenance staff to ensure the rooms were presentable were well maintained for the guests

