

Michael Feeney

About

My enthusiastic, patient, and practiced approach to all challenges combined with vocational skills in writing, editing, and publishing are what separate and define me as a competitive and exceptional employee. I am comfortable with technology, approachable and open to customers, and am diligent and thorough with my time.

Work History

Melbourne IT – WebCentral 2011-2012

Client Services Consultant: High-volume customer service environment where I provide phone and job-ticket support for domains and web-hosting across a large range of platforms. My role provided complex technical support for a wide variety of global customers with varying levels of technical proficiency.

This role challenged me daily to provide superior support while maintaining a patient and diligent demeanour. Identifying and assessing problems—and providing solutions—offered me opportunities to guide customers through difficult tasks and improve their understanding of technology platforms.

Woolworths – Kenmore Supermarket 2009-2011

Service Cashier: Day-to-day duties included high-volume sales, consistent customer service, trolley wrangling, and cash handling. Working in a dynamic and fast-paced retail environment posed a variety of challenges to meet customer expectations.

QUT - Careers and Employment Services 2006

Video Production Staff: Produced in-house training videos and video resumes for students and faculty members.

Fedora Freelance - Film Productions 2006

Assistant Director and Editor: Developed and filmed a number of projects for clients. Duties ranged from logistical and location management to technical post-production.

Education

Queensland University of Technology Expected Graduation 2014

Master of Information Technology : Library & Information Science

As a keen technologist I have an interest in exploring and researching new digital solutions to traditional information work, and how information will be organised and searched in the future. Currently I attend night classes full-time.

University of Queensland Graduated 2010

Master of Arts : Writing, Editing, and Publishing

My studies emphasised digital publishing, academic and corporate editing, professional communication, and critical analysis of texts. I also extensively studied high-level research methodologies, rhetoric, media law and ethics, and online media production.

-Received Dean's Commendation for Academic Achievement 2009

University of Queensland Graduated 2005

Bachelor of Arts : History and Film

My undergraduate studies had an emphasis on core technical and theoretical film practices—including online editing and delivery—and the social and cultural history of Europe in the modern era.

Contact Information

phone: 0450 217 567

email: michael@mjjfeeney.com

Referees

Alexander Wheeler MelbourneIT Customer Service
Senior mobile: 0412 354 359

Nigel McDermott MelbourneIT Brisbane Operations
Manager mobile: 0412 879 375

Skills Overview

Writing, Editing, and Publishing

My diligent and thorough approach to all writing ensures that my publications are clear, concise, and professional. It is my responsibility to own my work from start to finish while ensuring that the demands of the situation are always met with accuracy, style, and attention to detail.

Communication and Customer Service

To meet the demands of high-volume service positions I have found a vital need for maintaining compelling conversation and interpersonal skills. These skills are widely applicable in face-to-face, written, and phone communications; and I am well practiced in being patient, diligent, and thorough with customers to meet satisfactory outcomes.

Computers and Technology

My exposure to—and enthusiasm for—technology has provided me with a high level of aptitude in operating, troubleshooting, and networking a wide range of devices. I am professionally skilled with a variety of software and hardware platforms and enjoy tearing apart desktops, laptops, and gadgets just for fun. I am quick to learn new systems, and am adept at complex troubleshooting on a range of computer support and hardware problems.

Organisation

Through facing the organisational challenges of completing postgraduate education I have developed a high level of autonomy and a meaningful understanding what works—and what fails—in critical situations. I have managed the logistical demands of high-level academic research; developed methods for breaking down large projects into measurable, time-specific portions; and consistently delivered academically complicated projects on-time and—where applicable—in-budget.