

MICHAEL G. FARRELL

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Education

Saint Joseph's University, Philadelphia, PA

May 2019

Bachelor of Arts

Major: Communications and Digital Media

Cumulative GPA: 3.48

Work & Leadership Experience

Technology Service Center, Saint Joseph's University, Philadelphia, PA

May 2016 - Present

Help Desk Technician

- Manage university technology and telecomm requests via phone, meetings and email
- Provide assistance to university administration, faculty and student customers with wireless/network issues and viruses on Windows 7, 8, 9, 10 and Mac OS X 10.9, 10.10, 10.11, 10.12
- Assist staff and administration with merging mail, contacts and calendars from Zimbra to Google (per recent university policy change)
- Implement and communicate updated software/hardware rollouts for on-campus labs (i.e. install BioPac, reimage Mac Minis, replace lab monitors)
- Follow up on customer tickets using TeamDynamix software to ensure communication is active and purposeful
- Support and aid faculty with Blackboard Learn navigation and use
- Install and manage Office 365 suite for students

Faith-Justice Institute, Saint Joseph's University, Philadelphia,

May 2016 - Present

Service Scholar

- Tasked with overseeing a portion of the service-learning classes at Saint Joseph's University
- Act as a liaison between the service-learning classes and Faith-Justice Institute
- Facilitate classrooms discussion, read and respond to journals/field notes
- Work with students on any service or logistical concerns

Beautiful Social Research Collaborative, Saint Joseph's University, Philadelphia, August 2016 - December 2016

Consultant

- Digital media research collaborative at Saint Joseph's University that partners with nonprofits
- Studied advanced topics in social media research and applied current theories and practices in a semester-long-team-based project
- Designed a website/produced content for Jax's Labrador Retriever Rescue and provided them with a Social-Media-Analysis

Llanerch Country Club, Havertown, Philadelphia, PA

April 2011 - May 2016

Caddie

- Worked directly with members and employees of Llanerch Country Club
- Communicated and worked alongside a very diverse group of co-workers on a daily basis
- Developed meaningful relationships with both peers (other caddies) and members of the club

Extra Activities & Volunteer Experience

Appalachian Experience, Hazard, KY and Ivanhoe, VA

March 2016 - Present

Participant

- Work alongside other college students and the people of Appalachia on various construction projects during spring breaks

Easter Seals, Philadelphia, PA

August 2015 - May 2016

Weekly Volunteer

- Assisted teachers in classroom with various tasks ranging from grading paperwork to helping students with class activities and homework