

Madelin O'Sullivan

0412 478 472, 04/01/1988

madelin.osullivan@gmail.qut.edu.au

Please view my professional development blog at www.madelinosullivan.com

Personal Statement:

I am a hard working person and always put a lot of effort into everything I do. I am well mannered, professional, enjoy meeting new and interesting people and having fun. My strengths include customer service, problem solving, using a variety of technology, training, administration and organisation. My career goal is to become successful professional where I can utilise my library, training, administration and customer service skills. I am looking for opportunities where I can experience a variety of responsibilities and utilise the knowledge I have gained.

Education:

Tertiary

2012 - Present GPA 5.8

Queensland University of Technology

IT43 Master of Information Technology

Major in Library and Information Studies

2006 - 2009 GPA 5.5

University of Queensland

Completed Bachelor of Science

Major in Zoology

Secondary

Hillbrook Anglican School

Completed Year 12, 2005, received OP score 3

Work Experience:

Queensland University of Technology

Part Time Law Library Adviser *January 2016 – present (ongoing)*

High levels of customer service by answering library and study queries via virtual reference and helpdesk including database, borrowing and study support with a particular emphasis on legal resources. Using library automated system to borrow and return books. Providing administrative and research assistance to Law Liaison Librarians, Library Services Manager and Branch Library Manager, managing physical collection, ordering resources and updating subject guides and library promotional material. I also develop learning materials and run classes and training sessions with students and colleagues.

Part Time Gardens Point Library Adviser *July 2015 – December 2015 (fixed term)*

High levels of customer service by answering library and study queries via virtual reference and helpdesk including database, borrowing and study support. Using library automated system to borrow and return books. Providing administrative and research assistance to Law Liaison Librarians, Library Services Manager and Branch Library Manager, managing physical collection, ordering resources and updating subject guides and library promotional material. I also developed learning materials and assisted with classes and training sessions with students and colleagues.

Research Assistant *August 2015 – present (fixed term)*

Providing research support to QUT Business faculty project. Successfully using various databases and Endnote and liaising with various academic staff members.

Queensland State Archives

Part Time Archivist/Librarian *March 2016 – June 2016 (fixed term)*

High levels of customer service working with the general public. Using QSA catalogue and Queensland Digital Images database to find resources and locating within archives. Research, blog writing and utilising search procedures and indexes to find relevant information.

Merlin Entertainments PLC based at Madame Tussauds London & the London Dungeon, London

Full Time HR Coordinator *October 2014 – June 2015*

Employee Relations, training and development, recruitment, benefits, payroll, administration, communication, staff engagement and customer service.

Full Time HR Data Administrator *October 2013 - October 2014*

Assisting recruitment, payroll, employee relations, administration, data entry and customer service.

Full Time Administrative Assistant *August 2013 - October 2013 (Fixed Term)*

Filing, scanning, photocopying, data entry, general finance duties.

Diversicare – West End Reference Library, Brisbane QLD

Volunteer Casual Librarian *August 2012 – June 2013*

Organising the collection including shelving resources, setting up lending procedures, updating catalogue details, liaising with users regarding lending procedures.

Queensland University Technology

Casual Semester Based Gardens Point Library Adviser *August 2012 – June 2013*

Answering user library and study queries via virtual reference and information desk shifts. Using library automated system to borrow and return books. Provided administrative support to Liaison Librarians by managing physical collection, ordering resources and updating subject guides.

Part Time Gardens Point Administration Officer *November 2012 – January 2013* Fixed Term

Answering phones, writing minutes, organizing and managing room bookings, constructing a key register, meeting clients, liaising with cleaning, facilities and IT support to resolve building issues and other administration support for library staff.

Part Time Gardens Point Collections Access Assistant *March 2012 – November 2012* (Fixed Term)

Duties - Handling returns, inter-library loans, document delivery, course material scanning, shelving books, weeding procedure, checking and tidying shelves and producing labels and barcodes for books.

Amicus Insurance Services, Brisbane QLD

Casual Administration Assistant/ Client Services Operator *June 2012 – June 2013*

Full Time Administrative Assistant/Receptionist and General Insurance Salesperson *July 2009 – March 2012*

Mailing and answering phone calls, customer service via email and telephone, claim handling, selling General Insurance products electronic filing, processing insurance alterations, new businesses, cancellations, certificates of currency and quotes.

Dusk, Toombul, Chermside and Brisbane Myer Centre, QLD

Casual and Managerial Work as Retail Sales Assistant *February 2005 – June 2009*

Duties - Customer service, shop maintenance, closing and opening store, end of day, week, month paper work, supervising team members, handling money, banking, using cash registers and eftpos/credit machines.

Achievements:

Merlin Star Award in January 2015, August 2014 and December 2013

Certificate of Appreciation 2013 - Diversicare's Volunteer Program

- Received Dean's Commendation for High Achievement in Semester 1 and 2 in 2007 at University of QLD
- 100% Mystery shopper for Dusk in October and September 2007 and July 2006

Tertiary

2012 - Present GPA 6.6

Queensland University of Technology

IT43 Master of Information Technology

Major in Library and Information Studies

2006 - 2009 GPA 5.5

University of Queensland

Completed Bachelor of Science

Major in Zoology

Secondary

Hillbrook Anglican School

Completed Year 12, 2005, received OP score 3

Referees:

Angela Allen, Library Services Manager
QUT Law Library
+617 3138 2832 or a21.allen@qut.edu.au

Garry Johnston, Library Services Manager
QUT Gardens Point Library
+617 3138 1041 or garry.johnston@qut.edu.au

Danielle Fredman, HR Manager
Merlin Entertainments PLC
+44 207 487 0233 or dani.fredman@madame-tussauds.com