

Michael Condon

About Me

I am looking to be involved in the use of exciting and dynamic new technologies to empower individuals and working with likeminded individuals to learn and grow. I have extensive experience in client-facing technical support and sales.

Experience

2020 - Current

Technical Community Trainer *Microsoft Australia*

In the wake of the COVID-19 pandemic, Microsoft's retail personnel were moved to a remote work model, in this time I supported SMB and NFP clients of Microsoft by providing training webinars on Microsoft technologies such as Microsoft Teams, and Power Platform, alongside my role as Services Advisor.

2017 - Current

Services Advisor *Microsoft Australia (Microsoft Flagship Store)*

A Services Advisor's role is to provide customer-facing support for Microsoft's consumer and commercial products. Primarily providing support to individual consumers and small-medium business owners. As a Services Advisor I planned and completed migrations from competitors cloud platforms to Microsoft 365 for small to medium sized businesses, and I also performed physical repairs on first party hardware.

2012 - 2017

Microsoft Brand Ambassador *CPM Australia/Microsoft Australia*

The primary role of a Microsoft Brand Ambassador is to assist in retail sales and providing face to face support for Microsoft Australia's consumers. Notable responsibilities included managing relations between management stakeholders for various Australian retail outlets and Microsoft, and the training of staff on upcoming Microsoft technologies.

Education

2013-2014

Diploma of Software Development

NSW TAFE, Graduated with Distinction

Skills

- Communication
- Public Presenting
- Intermediate Programming
- Power Platform
- .NET Development

Interests

In my spare time I like to tinker with electronics and microcontrollers, I am an avid sports fan, and I have a passion for the science of fermentation.

Contact

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