

Joel Greatbatch

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www.joelgreatbatch.com

Experienced writer, mobile app product assistant, customer service representative, with a broad background in academic research. I've had to constantly adapt and learn an array of competences in the realms of writing, interviewing, software testing, customer assistance, and deep academic study. I've become well versed in the written word, personable and relatable in interviews and discussions, know the standards expected when testing applications, understand the insights analytics can reveal, and experienced in helping customers resolve issues with polite assistance. All of these roles required a strong ability to use Microsoft Word, Excel and Google Drive; which I am now very competent with.

Experience

- Jun. 2016 - Present **Joel Greatbatch** Austin, TX
Freelance writer
- Contributed written reviews of live showcases and albums for Ovrld, Under the Radar, and The New Zealand Herald.
 - Interviewed numerous artists for personal webpage (The Kiwi Cowboy), Austin music sites (Ovrld), and Austin magazines (Almost Real Things)
 - Interviewed artists involved in events that were printed in event programs (Music & Memories at Moody Theater, benefiting Alzheimers Texas 2016)
 - Wrote feature article for Ovrld regarding Austin music scenes, and required extensive research and interviewing.
 - Wrote and arranged press release for Highland Lakes Legal Center.
- Mar. 2013 – Mar 2016 **7digital Ltd** Auckland, New Zealand
Mobile Product Assistant
- Assisted mobile product manager in the release of 7digital apps across many mobile platforms; by testing apps and dialoging over Trello and Jira with developers for issues to resolve before app release.
 - 7digital Android app has over 5,000,000 total downloads on Google app store.
 - Updated weekly metrics of financial and analytical information for all mobile apps.
 - Used Google Analytics, Flurry, and mobile app sites to collect app data.
 - Organized with London team via Google Sheets and Excel to translate 6 different languages for all text used in the 7digital apps.
 - Created a large Google Drive archive of app screenshots for every mobile platform and 6 different languages to use for 7digital marketing.
 - Kept track of customer feedback through app store reviews and communicating with customers through replying to app store comments.
- Apr. 2009 - Sep. 2011 **Soul Distributors Ltd** Auckland, New Zealand
Administration/Customer service
- Assisted New Zealand's largest book wholesaler by processing invoices via data entry for goods shipped to retail stores across the country.

- Required managing large quantities of book items and previous orders on Excel.
- Provided customer service support for retail stores via email and phone

Joel Greatbatch, *continued*

Apr. 2007 – Jul. 2008 **Real Groovy Records/JB Hi-Fi Australia** Auckland, New Zealand
Customer service representative

- Assisted customers via email or phone for music product order status, and other product queries across New Zealand and Australia

Feb. 2004 – Mar. 2007 **Soul Distributors Ltd** Auckland, New Zealand
Customer service representative

- Assisted New Zealand's largest book wholesaler by receiving customer orders to be invoiced via email or phone, checking order status, and other product queries for retail stores across the country

Education

Post Graduate Diploma in Communications – Auckland University of Technology December 2012

Coursework: Studied, researched, and wrote assignments regarding the applications of journalism, public relations, and digital media in the modern world. Engaged in practical journalism reporting on district court cases.

Post Graduate Diploma in Education – Auckland College of Education December 2003

Coursework: Studied to be an elementary school teacher where I learned to apply teaching to subjects such as English, maths, and music. Required both practical experience in the classroom and academic study on the different styles of teaching.

Bachelor of Arts - The University of Auckland December 2001

Major: History

Minor: English

Coursework: Researched and wrote essays on a variety of history topics, ranging from the rise of Nazi Germany to the history of American advertising. English study involved much reading and reviewing of the works of William Shakespeare, and different formats of 19th Century literature.

Certificates:

April 2016: Certificate of Web Analytics Practitioner Training from Avinash Kaushik at Market Motive.

References: Freelance writing testimonials at www.joelgreatbatch.com/testimonials/

All other references available upon request