

# Melissa Murphy

## Operations & Customer Support Professional

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### Professional Summary

Operations-focused professional with extensive experience in remote-first and high-volume environments, escalation management, cross-functional coordination, and operational leadership. Known for reliability, calm judgment under pressure, and improving systems that support accurate, compliant workflows at scale.

#### **Davis Joint Unified School District — Registrar (Aug 2023 – Present)**

- Supported a high-volume service desk handling approximately 50–75 phone inquiries and 15–30 email requests per day, with additional in-person support, in a compliance-driven environment
- Managed student records, enrollment, and compliance-sensitive documentation in accordance with district and state requirements
- Served as a primary point of contact for families, counselors, and administrators during time-sensitive and high-stress situations
- Coordinated across departments to ensure timely resolution of cases and clear communication with stakeholders
- Created, maintained, and updated student-facing and internal forms supporting enrollment, attendance, and compliance workflows
- Developed 10–15 standardized forms and SOPs that reduced turnaround time and made historical case information faster and easier to retrieve

#### **Lambda School (BloomTech) — Student Support Operations / Operations Lead (Jul 2019 – Jun 2021)**

- Provided operational leadership and escalation support for up to 15 Team Leads simultaneously
- Served as a trusted advisor to Team Leads on prioritization, sensitive issue handling, and student communication
- Coordinated workflows across student support, curriculum, and operations leadership in a fast-paced SaaS environment
- Standardized documentation, escalation paths, and communication practices during periods of rapid organizational growth
- Supported hundreds of learners across multiple programs during periods of rapid growth and shifting operational demands
- Applied judgment to triage escalations and balance competing priorities under tight timelines

#### **GLI NorCal Landscape Construction — Business Development & Marketing Operations (Nov 2012 – Apr 2019)**

- Led business development and marketing initiatives supporting company growth and client acquisition
- Managed website content, updates, and optimization to support brand presence and inbound inquiries
- Developed marketing copy, proposals, and client-facing materials aligned with business goals
- Partnered with leadership to support sales efforts and strengthen customer-facing messaging

#### **Freelance Communications, Marketing & Operations Consultant (Jun 2016 – Jul 2022)**

- Led marketing, branding, and customer communication initiatives for small businesses and professional service clients

- Developed and managed CMS-based websites, including structure, copy, updates, and ongoing maintenance
- Created client-facing forms and internal workflows to support onboarding, intake, scheduling, and operational efficiency
- Wrote and refined copy for websites, email campaigns, customer messaging, and sales materials
- Partnered directly with business owners to clarify brand voice, customer journey, and messaging strategy
- Managed multiple client projects simultaneously while balancing deadlines, revisions, and stakeholder feedback

#### **Headsets.com — Customer Service, Technical Support, Credit & Collections (2004 – 2006)**

- Progressed from customer service into technical support and credit & collections roles based on performance
- Provided technical troubleshooting support for headset hardware and VoIP-related issues
- Managed billing inquiries, payment resolution, and collections conversations with professionalism
- Balanced customer advocacy with company policies in sensitive financial situations

#### **Customer Service Representative — Multiple Call Centers (1997 – 2004)**

- Delivered high-volume inbound and outbound phone support across financial, retail, and technical environments
- Navigated multiple systems to document interactions accurately in metrics-driven settings
- Consistently met productivity and quality benchmarks

### **Core Skills**

Operational Leadership • Escalation Management • Process Improvement • Documentation • Cross-Functional Collaboration • CRM & Ticketing Systems • Confidential Data Handling

### **Education**

Bachelor of Arts, History — California State University, Sacramento (Magna Cum Laude)