

# DENNIS MURPHY

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A **Comp TIA A+ Certified** professional with 5+ years of experience in leveraging excellent customer satisfaction and technical skills to create viable solutions for businesses and clients.

## WORK EXPERIENCE

### SPA MANAGER

May 2021 – Present

Tiburon Spa

- Technical support for scheduling and Point of Sale software
- Client booking and reception
- Payroll processing and invoicing
- Inventory management and purchasing

### ASSOCIATE PRODUCER

December 2017 – Present

Media Freedom Foundation

- Lead the team as the main Recording Engineer and Videographer
- Provide technical support for both Windows and Mac OSX
- Provide set up and take down for A/V presentations

### LEAD MESSAGE THERAPIST

April 2016 – May 2021

Fairmont Sonoma Mission Inn

- Lead and manage the therapist team to ensure excellent customer service
- Responsible for the onboarding and training process of incoming massage therapists
- Responsible for inventory management and purchase orders
- Write and maintain treatment protocols and training manuals
- Ensure quality customer service and backing a high satisfaction rate

## ADDITIONAL EXPERIENCE

### EXECUTIVE VICE CHAIRMAN

2017 – 2019

Petaluma Community Access

- Directed the Board about efficiently starting and running a new radio station.
- Responsible for the training and onboarding of new members
- Provide technical support for administrative staff and volunteers

## QUALIFICATIONS

### IT Support Certificate

December 2020

Santa Rosa Junior College

### Associates of Science | Concentration: Computer Science

Spring 2021

Santa Rosa Junior College

### Associates of Science | Concentration: Natural Sciences

Spring 2020

Santa Rosa Junior College

## KEY SKILLS

### Core Skills

- Windows and OSX support
- Android and iOS support
- Videography and A/V presentations
- MS Office 365
- Hardware troubleshooting
- Technical Writing

### Soft Skills

- Customer Service and Management
- Team Leadership
- Excellent Communication Skills
- Training and Onboarding
- Assessing Customer Needs