

Melissa L. Murphy

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Operations & Customer Support Leader

Operations and customer support leader with deep experience in education-focused, high-volume, and remote-first environments. Proven track record overseeing support teams, managing escalations, tracking operational metrics, and improving systems that enable consistent, accurate service at scale. Known for calm judgment in high-pressure situations, strong documentation practices, and the ability to guide teams through complex, sensitive cases. Experienced across frontline support, technical troubleshooting, billing and collections, education operations, and business operations.

Core Competencies**Support & People Leadership**

Team Oversight & Coaching • Escalation Management • Performance & Metrics Tracking • Staff Training & Onboarding • Judgment-Based Decision Making

Operations & Process

Workflow & Process Improvement • SOP & Documentation Development • Cross-Functional Coordination • Compliance & Accuracy-Focused Operations • Case & Queue Management

Customer & Stakeholder Support

Education & EdTech Stakeholders • High-Volume, Time-Sensitive Support • Sensitive Issue Resolution • Clear Written & Verbal Communication

Tools & Systems

CRM & Ticketing Systems (Salesforce-adjacent) • Google Workspace • Microsoft Office • Documentation & Knowledge Bases • Remote Collaboration Tools

Professional Experience**Registrar / Administrative Assistant II**

Davis Joint Unified School District (DJUSD) — Davis, CA

August 2023 – Present

- Serve as a primary operations and support contact for students, families, and staff in a high-volume, compliance-driven environment
- Manage time-sensitive student records, enrollment, attendance, and Short-Term Independent Study (STIS) workflows in accordance with district and state requirements
- Act as an escalation point for complex or sensitive cases involving attendance disputes, credit eligibility, grades, and policy interpretation
- Coordinate across counselors, teachers, administrators, and district offices to ensure accurate resolution of cases and clear communication with stakeholders
- Train and onboard new registrars, sharing workflows, documentation standards, and operational best practices to ensure consistency across sites
- Design, maintain, and improve tracking systems used to monitor case status, deadlines, and compliance requirements

- Develop standardized forms, templates, and SOPs that improve turnaround time and make historical case information faster and easier to retrieve
 - Apply judgment and discretion when balancing competing priorities, stakeholder needs, and regulatory constraints in high-pressure situations
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Section Lead, Student Support Operations (Remote)**Lambda School (BloomTech)****July 2019 – June 2021**

- Provided operational leadership and escalation support for up to 15 Team Leads simultaneously, supporting hundreds of learners across multiple programs
 - Oversaw day-to-day support operations at the team level, guiding Team Leads on prioritization, case handling, and student communication
 - Monitored team-level indicators related to student engagement, progress, and issue resolution to identify trends and areas for improvement
 - Served as a trusted escalation point for complex, sensitive, or high-risk student situations requiring careful judgment and policy interpretation
 - Coached Team Leads through challenging cases, balancing empathy with program requirements and operational constraints
 - Standardized documentation, escalation paths, and communication practices during periods of rapid organizational growth
 - Coordinated closely with curriculum, student support, and operations leadership to resolve systemic issues impacting student experience
 - Operated effectively in a fast-paced, ambiguous environment with shifting priorities and high support volume
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GLI NorCal Landscape Construction**Business Development & Marketing Operations****November 2012 – April 2019**

- Led business development and marketing operations supporting company growth in a service-based, client-driven environment
 - Owned the company website and inbound communication workflows, ensuring accurate messaging, timely follow-up, and a consistent customer experience
 - Developed proposals, client-facing materials, and standardized forms supporting sales, onboarding, and project initiation
 - Partnered directly with company leadership to align customer messaging, operational processes, and growth priorities
 - Improved internal workflows by clarifying ownership, documentation, and handoffs between sales, operations, and customer communication
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Freelance Communications, Marketing & Operations Consultant**Remote****June 2016 – July 2022**

- Provided operations, communications, and customer support consulting to small businesses and professional service clients

- Built intake workflows, client-facing forms, documentation, and internal processes to improve efficiency and reduce friction
 - Developed and maintained CMS-based websites, including structure, content, updates, and ongoing maintenance
 - Wrote and refined customer communications, website copy, email campaigns, and sales materials
 - Partnered directly with business owners to clarify customer journeys, brand voice, and operational needs
 - Managed multiple client engagements simultaneously while balancing deadlines, revisions, and stakeholder feedback
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Headsets.com

Customer Service → Technical Support → Credit & Collections Specialist

2004 – 2006

- Progressed through frontline customer service, technical support, and credit & collections roles based on performance and reliability
 - Provided high-volume phone and email support to B2B and individual customers in a metrics-driven environment
 - Delivered technical troubleshooting for headset hardware and VoIP-related issues, requiring clear diagnostics and customer education
 - Managed billing inquiries, payment resolution, and collections conversations with professionalism and discretion
 - Handled escalated customer situations requiring calm communication, problem-solving, and policy application
 - Collaborated with sales, fulfillment, and finance teams to resolve customer-impacting issues efficiently
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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 simultaneously to document interactions accurately while meeting productivity and quality benchmarks
 - Developed strong communication, de-escalation, and problem-resolution skills foundational to later leadership roles
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Education

Bachelor of Arts in History

California State University, Sacramento

Graduated 2011, magna cum laude

Tools & Technologies: CRM & Ticketing Systems (Salesforce-adjacent) • Case & Queue Management • SOP & Knowledge Base Creation • Google Workspace • Microsoft Office • Slack • Zoom • CMS-Based Websites • Metrics Tracking & Reporting