**RYAN J. MURPHY**

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# Professional Summary

Experienced customer support and operations professional with strong leadership, analytical and relationship-building skills.

# Skills

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| --- | --- |
| * Data Manipulation & Analysis * Microsoft Excel * Power BI * Tableau | * Tableau * SQL * Data Modeling * Decision Making |

**Work History**

**Member Consultant II -** 09/2018 to Present

## BECU – Everett, WA

* Provide financial counseling and assist in the lending process while establishing new memberships and maintaining existing member relationships.
* Utilize a variety of financial software applications on any given member interaction to facilitate the origination and funding of loans, transactional tasks or general research on our members behalf.
* Efficiently and accurately resolve member inquiries and escalations.
* Stay current on policy and processes to maintain compliance with various company and federal regulations.

**Retention Lead**, 10/2016 to 09/2018

**Wave Broadband - Headquarters** – Kirkland, WA

* Supervised Wave’s Tier II support team whose primary responsibility was to resolve and retain escalated customers’ accounts.
* Collaborated with senior level management to implement reporting better suited to negate product and revenue losses.
* Extracted and performed analysis on large data sets to provide in depth insight on efficiencies, product loss, revenue write downs and other ad hoc reporting requests.
* Responsible for creating and modifying dashboards for various stakeholders across the company.

**Sales Lead**, 06/2015 to 10/2016

**Wave Broadband - Headquarters** – Kirkland, WA

* Supervised a team of 8-12 agents whose primary responsibility was to establish new customer accounts.
* Ensured the sales floor was moving efficiently and agents were adhering to schedules.
* Managed sales and efficiency metrics to ensure agents were continuing to meet expectations.
* Resolved calls that escalated to a supervisor level and worked to resolve these issues in the best interest of the client and company.

**Sales Representative**, 06/2014 to 06/2015

**Wave Broadband - Headquarters** – Kirkland, WA

* + Serviced existing accounts, acquired additional lines of business, and established new accounts.
  + Communicated effectively with multiple departments in order to address customer inquiries and resolve customer complaints.
  + Worked as part of our Business Solutions team to acquire and manage commercial accounts.
  + Worked as a part of our Account Specialist team to retain customers who may have been looking at alternative options for similar products.

# Education/Certifications

General Studies, 2008

## Snohomish High School

Analyzing and Visualizing Data with Power BI, Dec 2018

## Microsoft Corporation

MySQL for Data Analytics and Business Intelligence, Jan 2019

## 365 Careers

## [SQL Server Essentials for Developers](https://www.pce.uw.edu/courses/sql-server-essentials-for-developers), March 2020

## [Database Programming Using T-SQL](https://www.pce.uw.edu/courses/database-programming-using-t-sql), June 2020

## Data Visualization Theory, June 2020

## University of Washington