

JULIA E MURRAY

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SKILLS & ABILITIES

- Purchasing and Merchandising
- Inventory Management
- Customer Service and Sales
- Recruiting, Staffing and Training
- Payroll Management
- Bookkeeping and Budgeting
- Cost Analysis
- Regulatory Compliance
- Marketing
- Event Planning
- Web and Graphic Design
- Adobe Photoshop and InDesign
- Microsoft Office, Google Workspace
- Salesforce CRM
- Braintree and Springboard PSPs

EXPERIENCE

October 2021 - March 2023

Development Assistant (contract)

GiveWell

Oakland, CA

- responded to donor's giving questions and provided them with YTD receipts
- implemented changes to recurring donations in Salesforce and Springboard
- managed credit card transactions within the Braintree Payment Gateway
- investigated wire donations for fraud and the check registry for discrepancies

March 2021 - September 2021

Membership Assistant (contract)

Sierra Club

Oakland, CA

- assisted members via email with updates to their records
- researched and corrected batch upload errors within Salesforce
- managed Wilderness Guardians' pledge donations
- applied member preference requests to Member Care database

May 2007 - July 2019

Managing Owner

Powell's Sweet Shoppe

Burlingame, CA

- assisted a range of customers daily in person, by phone and via email
- purchased, received and managed inventory of over 5000 skus
- established and maintained relationships with over 50 vendors
- worked with Retail Anywhere, CounterPoint and Square POS Systems
- recruited, trained and managed over 100 employees
- drove sales using marketing strategies and cost analysis

May 2007 - March 2008

Project Manager

Powell's Sweet Shoppe

Burlingame, CA

- supervised the construction project and multiple sub-contractors
- scheduled and attended all walks with architect and contractor
- worked with city to secure all permits and meet county requirements
- set up all banking, licensing, maintenance and utility accounts

EDUCATION

Bachelor of Arts Degree, English Literature

University of San Francisco

Certificate in Web Graphic Design

Santa Rosa Junior College