

## **Robert Murphy**

510.258.5569 (Cell) Email: [Rmurph003@gmail.com](mailto:Rmurph003@gmail.com)

### **Profile**

A well polished, experienced professional with an exemplary track record of dedication to product quality, customer satisfaction, and timely delivery. Background is inclusive of supportive supervision, tireless troubleshooting, and creative problem solving in fast-paced, driven environments. Superior customer support and service abilities are widely acknowledged across multiple industries. Commitment to continuous improvement and professionalism at all times.

### **Skills Summary**

- Experienced Supervisor, Team Lead and individual contributor with the ability to seamlessly rotate into whatever role is required
- Resourceful problem solver, able to spontaneously create workable, repeatable methods to overcome challenges
- Avid learner and gifted teacher, with excellent interpersonal, communication, time management, and customer service skills
- Installation, service and repair of highly technical components including diagnostics and troubleshooting
- Working knowledge of environmental, healthcare, and industry safety codes and regulations

### **Professional Experience**

#### **St. Vincent de Paul, Oakland**

#### **Culinary Trainee**

**9/2014 – 12/2014**

- Assist in preparing and serving 700 meals daily within a 2 hour period for SVdP Alameda's Dining Room
- Participated in producing menu items for catering, special events, and contract menus
- Experienced in various cooking methods including grilling, roasting, braising, and sautéing
- Practiced food (time, temperature, and sanitation) safety standards

#### **Kaiser Permanente, San Leandro**

#### **Lead EVS Aide**

**6/2014 – 8/2014**

*Temporary assignment through 8/ 2014*

- Responsible for sanitation and cleanliness of facilities in accordance to hospital EVS policies and procedures
- Maintain working knowledge of hospital regulations and compliance of Federal and State requirements

#### **Comcast, Hayward**

#### **Senior Service Technician**

**2001 to 2013**

- Provided technical support and installations to a Comcast customers throughout Alameda County
- Installed and updated outlets as needed for cable, modems, HDTV and DVR digital boxes, digital phones, VOIP and high speed Internet
- Responsible for troubleshooting existing services; provided service upgrades, changes and disconnections
- Provided customer services to clientele regarding questions, billing related issues and "how to" operate new and existing equipment and maintained a variety of tools and equipment required for installations; preventive maintenance for the stock vehicle as needed
- Worked without supervision and progressed 3 professional levels during tenure

#### **Integrated Environmental Systems, Oakland Weighmaster/Material Receiver**

**1997-2001**

- Responsible for receiving medical and bio-hazardous waste
- Weighed incoming bundles to determine cost of disposal, provided information on the computer for billing purposes, verified bundles for accurate amounts
- Completed courses in safety procedures and bio-hazardous waste material disposal

### **Education and Certification**

Kitchen of Champions Culinary Program, Oakland	SERVSafe Certificate	2014
Business Education Technologies, Oakland	Certificate in Computers/Technology	1995
Oakland Technical High School	Graduation Diploma	1991