

## Gail A. Murray

Olympia, Washington

Cell 253-345-9450

Gail.Murray@cwu.edu

### SUMMARY OF QUALIFICATIONS

Scrappy, creative-minded, experienced team-building professional who strives to develop and enhance people, organizations and brand through trust, service and dedication. I have 12 + years of experience in account management, customer service, and service contract fulfillment. I have extensive experience coordinating subcontractors, internal labor, and contract deliverables to ensure that deadlines are met. I am well versed in curing customer emergencies and I work diligently to research, write, and expedite best and ethical practices and solutions to fully support all stakeholders.

### EDUCATION

*Bachelor of Arts in English: Professional and Creative Writing, summa cum laude*

*Central Washington University, Ellensburg, WA*

September 2020 - March 2022

*Associate in Arts- Direct Transfer Agreement (Liberal Arts)*

*Pierce College, Pierce County, WA*

January 2019 - March 2020

### PROFESSIONAL EXPERIENCE

**Freelance Writer /Online Business Owner/Researcher**

September 2022 – Present

- Spearheading art retail partnership on Etsy Shop- *Bookaroni*
- Currently revising Chap Book(s) and multiple hybrid art and poetry works for submittal to multiple publications and venues
- Non-profit project administration- collaborative research and documentation- composing biography, memoir and webpage revisions in partnership with non-profit via Br. Michael Greaney, OSF, Founder of the *Franciscan Brothers of the Good News, Inc.*

### Account Manager

Trane Industrial Refrigeration – (Virtual)

August 2016 – May 2019

- Approve or compose proposals for service contracts, Capital projects, recommended repairs, equipment replacement, and energy solutions to include Time and Material (T&M) or fixed price services
- Expedite T&M customer approvals to maintain equipment, warranty, and sustainability within EPA, manufacturers and Trane technical requirements and specifications
- Manage and onboard Trane teams, subcontractors and installers on multiple projects and contracts
- Guide and develop subcontractors as appropriate, assisting in technical issue resolution by leveraging Trane's legal, safety and technical resources
- Ensure timely and accurate invoicing by coordinating multiple internal and external resources to include responsible refrigerant management and compliance reporting

- Maintain customer satisfaction by investigating concerns and implementing timely, balanced and corrective action to benefit all stakeholders
- Develop and leverage multiple relationships between Trane teams and influencers in the customer's organization, to include CFO, facility manager, project managers, project engineers, and purchasing agents

### **Account Operations and Services Coordinator**

Trane Facility Management- Industrial Refrigeration (Virtual)

April 2012 – August 2016

- Coordinate operations between Trane Call Center, subcontractors, and Industrial Refrigeration Operations Manager via writing procedural guides, and functioning as point of contact for escalations
- Support Sales and Service initiatives and repairs via leveraging periodical reporting, quote preparation and root cause and repair analysis
- Perform project documentation, status monitoring, invoicing, and administrative closeout of quoted and T&M service events
- Ensure fiscal compliance and oversight by generating and interpreting project and financial reports while also ensuring warranty transfer funding from equipment and remodeling projects

### **Service Coordinator/Dispatcher**

Trane - Gulf South District  
Baton Rouge, LA

April 2011 – April 2012

- Support customers, Trane Parts Center and Contracting group by daily scheduling and dispatching staff of 20 Controls and HVAC Technicians
- Communicate effectively with all stakeholders regarding service ETAs, parts ship dates, credits pending and service completion on warranty, T/M, quoted and PM contract services
- Generate and analyze Work-In-Progress (WIP) reports and contract reports to support all sales accounts and projects on a weekly basis

### **Sales Administrator**

Trane National Service, Columbus, OH

July 2006 – April 2011

- Provide project documentation, job costing, status monitoring, invoicing, and administrative closeout of each service project
- Advise and coordinate Project Manager (PM), project staff, customer's subcontractors and vendors to ensure successful completion of each project/service call
- Facilitate and direct team members regarding service ETA's, parts shipped, credits pending, warranty, T/M, quoted and PM contract service
- Manage AR and AP and collection activity by Review billing backlog, Generate Repair Quotes to Account Managers, dispatch and advise sales office/technicians

### **Sales/Store Opening Support**

Sanctuary Tea Room, Grove City, OH

September 2005 – June 2006

- Store Opening, Serving, Inventory and stock.

### **Accounting Administrator**

Remedy Temp Inc. (Trane National Service), Columbus, WA

June 2004 – January 2005

- Reconcile delinquent statements and accounts
- Conduct A/P research utilizing multiple databases
- Coordinate and analyze executive level expense reports

### **Restaurant Accountant /In-Store Trainer/ Server/ Hostess**

TGIFriday's - Columbus, OH, VA and Greater DC Metro Area

October 1996 – June 2004

- Regional Compliance Auditing, Train Managers and Restaurant Accountants in accounting and training compliance throughout region
- Facilitated (3) New Store Openings to include initial set-up of General Ledger, financial and employee files

### **PROFESSIONAL DEVELOPMENT**

- Small Business Administration/SCORE Webinars (Non-profit, Marketing, Business Administration, Webpage Design) Ongoing
- PeopleSoft CRM, Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft Teams, PeopleSoft, SharePoint, Concur, and several previously developed database systems.
- Independent training in Adobe Suite to include Video Editing, Photoshop and InDesign

### **PUBLICATIONS/EDITING**

#### **Poetry and Photography**

- Author: Murray, Gail A. "Through", "Green Guest", "Americana Gaze", "Traveling Cross Country", "Telehealth sessions," Manastash, Vol. 32, Spring 2022.
- Photographer: *Book Store Reflections of Olympia, jelly and broken dollar, Narrows Bridge 2, Purple and Parsley* Manastash, Vol. 32, Spring 2022.

### **VOLUNTEER/COMMUNITY ACTIVITIES**

- Puget Sound Book Artists (PSBA)- Current Student Member
- Artist Trust- current member
- Grandparents' Rights of Washington State (G.R.O.W.S.)- Advocacy/Current Member
- Canvassing – Primaries/Presidential Campaigns 2007-20

### **REFERENCES**

Upon Request