

MICHAEL MURPHY

Business Office Manager

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SUMMARY

Experienced Business Office Manager with a strong background in IT operations, financial management, and automation. Skilled in payroll and benefits administration, developing efficient systems using Python, Google App Scripts, and other tools to enhance workflow and employee satisfaction. Proficient in creating detailed weekly reports for upper management across two facilities. Proven ability to handle sensitive information and manage comprehensive bookkeeping tasks. Passionate about continuous learning and implementing innovative solutions to improve business processes.

EXPERIENCE

Business Office Manager

Prescott House 02/2018 - Present Prescott, AZ

- Efficiently manage and oversee billing, accounts payable and receivable, and insurance aging and receiving processes
- Successfully implemented and administered 401k plan and health insurance benefits for employees, enhancing overall employee satisfaction and retention
- Managed payroll for one facility and supervised payroll processes at another, ensuring accurate and timely compensation for all employees
- Streamlined client accounts and billing through the development of a custom Google Sheets app with App Scripts that automates invoicing and account management
- Supervised 1-2 employees directly, providing guidance and ensuring efficient workflow
- Entrusted with all banking responsibilities, managing deposits, withdrawals, and reporting financial transactions to senior management
- Effectively communicate with clients, vendors, billing companies, and accountants to ensure smooth operations
- Oversee IT operations, implementing and enhancing network and security measures utilizing tools like Cisco Umbrella
- Developed a Python-based system for creating and managing marketing email campaigns, including automated unsubscribe handling
- Proficient in installing and managing Windows and applications, implementing and administering SaaS services, and providing user support for all employees
- Skilled in network setup and maintenance, including installing and terminating Ethernet RJ-45 and RJ-6 cables, to ensure a reliable network environment

Behavioral Health Technician

Prescott House 01/2016 - 02/2018 Prescott, AZ

- Provided comprehensive medication management for clients, ensuring accurate administration and adherence to treatment plans
- Coordinated and scheduled client medical appointments, facilitating seamless healthcare access and monitoring health progress
- Acted as a key point of contact for clients, addressing their concerns, checking in on their well-being, and promptly resolving any issues they were facing
- Offers valuable support to clinical staff in handling client-related challenges, ensuring a cohesive and supportive care environment
- Demonstrated exceptional interpersonal skills in providing support and care to residents in a behavioral health care setting

EDUCATION

Bachelor of Science in Business Administration - BSBA

York College of Pennsylvania 08/2005 - 05/2009 York, PA

CERTIFICATIONS / SPECIALIZATIONS

Google IT Support Certificate

Google

Applied Data Science with Python

University of Michigan

Intuit Academy Bookkeeping Exam

Intuit Academy Bookkeeping Coursera

Notary Public - State of Arizona

Expiration June 2026

SKILLS

Accounts Payable Bookkeeping

IT Support Data Science

Network Infrastructure Microsoft Excel

Python Google G suite

Google Sheets Operating Systems

Payroll Administration Paychex

Microsoft Office Quickbooks

ACHIEVEMENTS

 Assisted numerous men in obtaining necessary treatment despite financial constraints.

 Implemented 401k and Health Insurance Plan
Established 401k and health insurance benefits for our 25-employee small business, fulfilling a need employees thought was unattainable.

 Automation
Automated various processes to enhance workflow efficiency using tools like PowerShell, App Scripts, AutoHotkey, and Python.

PASSIONS

 Family - My wife and two young children

 Tech/IT Hobbies - Home labbing, Linux, AI, Docker, and various tech projects