
Kristina Murphy Cahill

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Research Specialist | Team Manager | Project Lead | Supply Chain Management

A results-driven professional interested in finding a challenging position in the technology industry. Over 10 years experience working for leading global organizations. Master's-level education and proven track record of success.

Academic Achievements

Research	Developed new techniques to analyze the influence of social networking websites for marketing purposes. Found creative methods to measure new and difficult metrics where there's no agreed upon standard. Involved in high-profile research projects at A.S.U., University of London in the U.K. and Røskilde in Denmark.
Project	Managed key-initiative project to upgrade numerous fulfillment centers in multiple states and led multi-national academic research teams overseas responsible to deliver quantitative and qualitative analysis on influences of different media.
Technical	Built and configured various methods of tracking utilization, supply chain efficiency, and inventory management using databases, spreadsheets and macros.

Technical Expertise

Systems	Windows 2K/NT/XP/Vista/7, Ubuntu, Linux, Redhat and OS X
Hardware	Workstations – Servers – Routers – Switches – Hubs – Wireless – Firewalls
Software	Outlook, Word, Access, Excel, Visio, Project, Drupal, Joomla!, Avid Active, Dreamweaver, Photoshop, Premiere Pro, After Effects, Illustrator, Flash and Final Cut Pro
Languages	HTML, CSS, XML, JSON and Macros

Professional Experience

CAPS Research (In Association with A.S.U. and W.P. Carey School of Business)

Research Specialist

2011 – Present

Collecting statistical data through online/web-based surveys from organizations (cross-industry) to publish metric and summary benchmarking reports. Analyze, design, code and release online/web-based surveys and mass email communications.

- Exceeded team goals by increasing the number of published benchmarking metric reports by 35%.
- Create templates, process documentation maps and user guides for the Utilities Supplier Alliance Sustainability Program. Automate tasks increasing team productivity by one FTE.
- Analyzed, monitored and reported on team performance, security and quality of service setting goals to ensure the highest level of service to the corporate clients and sponsor companies.

Ticketmaster Ltd., London, U.K.

Supervisor (Client Support & Ticket Centres)

2009 – 2010

Managed the Client Support Executive team and all aspects of the Ticket Centre Retail Network to ensure individual and organizational goals were successfully met.

- Responsible for implementing and managing the retail outlet marketing strategies and promotional materials and point of sale materials.
- Provided first line technical support and managed the information architecture and technical implementation teams for several ecommerce projects.
- Analyzed, monitored and reported on team performance, security and quality of service setting goals to ensure the highest level of assistance to the corporate clients, theatres, venues and promoters.

Professional Experience *continued*

Net Neutrality Group Project, Røskilde University

Team Leader

2007 – 2008

Led audiovisual production team by linking up digital creativity and technical audit through a 9 month strategic communication project required for graduation of Masters program.

- Planned, produced, edited and directed targeted multimedia videos intended for the Web. Ensured content was accurate, reliable and appropriate for online audiences.
- Managed team media library database using Drupal content management system.
- Developed Online Engagement Measurement Tool which analyzed data traffic, user hits and content. Extracted and analyzed data to produce comprehensive reports on social media strategies and tactics.
- Camera Operator and Content Coordinator for the CivicWeb project.

DHL Express Inc., Scottsdale, Arizona, U.S.A.

Supervisor Data Management Team

2006 – 2007

Responsible for 13 direct reports; managed, recruited, interviewed, hired, trained and evaluated personnel.

- Managing, editing and updating internal team website and content.
- Designed, built and maintained internal department and team Web sites. Updated, tested and acquired content for existing pages on the corporate Intranet.
- Built automation parameters to monitor service, legal and regulatory compliance within the new eCommerce operating centre. Reclamation over 60% savings to DHL over a six month period.
- Wrote technical documentation and deliver training to non-technical staff and maintained digital files for security, access and legal uses.

Education

MA in Media, Communication and Cultural Studies

2008

University of London

London, United Kingdom

CoMundus Consortium European Diploma

2008

Røskilde University

Røskilde, Denmark

BA in Communication (Cum Laude)

2006

Arizona State University

Tempe, Arizona, U.S.A.

Languages and Cultures

Language

Spanish: reading, writing and speaking at a business level.
Completed Universidad de Chile Spanish Language Program in 2002.

Cultures

Completed Intercultura de Costa Rica Spanish Language Program in 2001.
Lived and studied in U.S., Ireland, U.K. and Denmark.
Travelled extensively through North, South and Central America, Middle East, Africa, Europe & Asia.

Professional References

Available upon request