

# Robert E. Murphy

rmurphyga@gmail.com

(678) 791-8556

**OBJECTIVE:** To serve the residents of DeKalb County as a member of Community Council, helping to ensure responsible development that is in the best interest of the community

## WORK HISTORY

### **eXp Realty, LLC REALTOR®**

3/2018 - Present  
Atlanta, GA

- Guide buyer and seller clients throughout residential real estate transactions
- Effectively negotiate terms of purchase and sale to maximize benefit to my client
- Track partner activities and manage successful completion of transaction closing
- Cultivate new and repeat clients through consistent outreach and engagement
- Serve clients as expert on Metro Atlanta neighborhoods and overall market activity

### **Ceridian, Inc.**

11/2015 – 6/2019  
Atlanta, GA

#### **Customer Success Manager; Customer Relationship Executive**

- Established relationships with key stakeholders in assigned book of business, consistently tracking account health and activities
- Grew account ARR through contract renewals and add-on sales of both recurring and one-time hit revenue, tracking sales cycles for forecasting
- Leveraged internal partners to achieve client satisfaction and account growth targets
- Led quarterly on-site Executive Business Reviews to analyze performance metrics and provide strategic recommendations for product optimization
- Proactively consulted with end-users on SaaS technology product enhancements

### **Ultimate Software**

3/2014 – 11/2015  
Atlanta, GA

#### **Customer Success Account Manager**

- Provided effective, efficient issue resolution to SaaS technology issues for assigned book of business, tracking account health
- Completed quarterly Account Reviews to revisit customer goals and review KPI's
- Served as HCM technology expert, advising clients on product enhancements and industry trends
- Excelled in satisfaction surveys and client retention, achieving 100% client retention rate

## ACTIVITIES

- Member – East Lake Neighbors Community Association
- Board – Enclave at East Lake Homeowners Association

## EDUCATION

**The University of Georgia**  
Bachelor of Arts in Journalism

Athens, GA