

# JARROD K. MURRAY, M.S.

## DIRECTOR, HUMAN RESOURCES/OPERATIONS

### SUMMARY OF QUALIFICATIONS

*Highly analytical and growth-focused executive, offering wide-ranging experience in all aspects of human resources and operations within diverse settings.*

- **Equipped with exceptional leadership skills;** along with key talents in strategic planning and decision making to effectively resolve problems and enhance operational efficiencies, while ensuring successful and timely execution of program initiatives.
- **Top-performing and results-driven senior professional;** armed with proven history of success in improving programs, acquiring business partners, and optimizing employee engagement.
- **Known as an efficient change agent and influential leader;** with strong record of integrity, dependability, and outstanding service through design and implementation of human resource programs in a high-growth professional services environment.
- **People person and articulate communicator;** able to build and strengthen positive relationships with all levels of professionals to achieve organizational goals and objectives.

### AREAS OF EXPERTISE

Resources and Project Management | Business Development | Financial Administration | Policy and Procedure Formulation  
Contract Negotiation | Technology Design | System Analysis | Staff Supervision and Training | Regulatory Compliance

### PROFESSIONAL EXPERIENCE

#### HIGHER DESIGN, LLC • [HAHIRA](#)

##### Owner

*Feb 2019–Present*

- Oversee all facets of company operations, such as strategic planning, policy and procedure consultation, project management, job analysis and salary studies, instructional design, policy and procedure creation, and web design/hosting for clients
- Assess organizational functioning through extensive research studies of physical work environments, organizational structures, communication systems, group interactions, morale, or motivation, while conducting presentations on research findings for clients
- Evaluate skills, abilities, and interests for the purpose of employee selection, placement, or promotion by formulating interview techniques, rating scales, and psychological tests for clients
- Carry out individual assessments, which involved interpreting measures and providing feedback for selection, placement, or promotion
- Lead the strategic development and implementation of the following:
  - Training programs to apply principles of learning and individual differences, while identifying training and development needs;
  - New business by contacting potential clients, making sales presentations, and writing proposals;
  - Employee selection or placement programs
- Provide training to clients to administer HR functions, encompassing testing, selection, and performance management; coaching to senior executives and managers on leadership and performance; and effectual advice to management concerning personnel, managerial, and marketing policies and practices and their potential effects on organizational effectiveness and efficiency
- Gather information regarding physical, mental, and educational requirements of jobs, as well as information related to aspects, such as job satisfaction by supervising and interviewing workers

#### TARRAGONA ASSOCIATES • [UNITED STATES](#)

##### Managing Partner

*May 2019–March 2021*

- Provide sound decisions for the company as one of the four board of directors, as well as solutions to organizational or departmental problems through execution of corrective action plans
- Direct, plan, and implement policies, objectives, or activities of organizations/businesses to ensure continuing operations, maximize returns on investments, and increase productivity
- Develop bylaws approved by elected officials and ensure the enforcement of bylaws
- Take charge of organizing and approving promotional campaigns
- Facilitate and conduct research on issues affecting areas of responsibility
- Effectively administer human resources activities, including approving human resource plans or activities, selecting directors or other high-level staff, and establishing/coordinating major departments

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- Perform strategic design and management of company website

VALDOSTA STATE UNIVERSITY • VALDOSTA, GA

## **Associate Director of the Center For eLearning**

*Jul 2018–Feb 2019*

- Effectively directed a staff of six full-time and three part-time positions, while handling budget of approximately \$1M
- Led the creation, execution, and facilitation of policies, programs, and initiatives in alignment with the institution's strategic plan, as well as in adherence to federal, system, and campus guidelines and policies for eLearning
- Strategically established distance learning program goals or plans, which involved recommending new program development, instructional design services and objectives, course offering plans, and quality assurance
- Efficiently handled state authorization efforts for the university with National Council for State Authorization Reciprocity Agreements (NC-SARA)
- Carried out the development and delivery of technical resources, such as course management and videoconferencing systems, networking, and webcasting for distance learning programs
- Coordinated availability of or changes to distance learning courses or materials, programs, services, and applications to faculty, students, and other users
- Promptly addressed problems related to distance learning equipment or applications
- Assisted communication between organizations, shareholders, and outside organizations by serving as liaison
- Capitalized on industry expertise in managing the following initiatives:
  - Education technology adoption, selection, and implementation;
  - Instructional design, faculty training, and professional development;
  - Course and instructional quality promotion and new technology advancement to improve instruction modalities and techniques;
  - Online program administration and initiation to ensure online student success; and
  - Online learning and online enrollment marketing

## **Interim Director of the Office of Extended Learning**

*Nov 2017–Jul 2018*

- Rendered direct supervision to a staff of 12 full-time and 3 part-time employees while administering an approximately of \$1.2M budget

### **Career Highlight:**

- ✓ Successfully formulated new continuing education models, encompassing convertible certificates and “stackable” credentials, as well as integrated practices that supported conversion to academic credit

## **Assistant Director of Program Development and Administration**

*Jul 2013–Nov 2017*

- Restructured the department and identified most efficient programs to use by conducting program and departmental assessments
- Held responsibility in creating and assessing program, building policy, negotiating contract, and researching and analyzing target market for online programs
- Spearheaded the standardization of systems and procedures for the Center for eLearning and university's eMajor initiative
- Set key direction to five staff members in the department; and trained personnel in updating faculty training curricula, applying eMajor training protocols, and producing faculty resources and policy manuals
- Supported the establishment of collaborative programs initiated by the University Systems of Georgia Office in partnership with assistant vice chancellors
- Ensured consistent assessment and improvement of the programs through execution of training evaluation
- Promoted faculty and student engagement through development of online programs and initiatives
- Generated a standard enrollment report shared with department heads, deans, and vice presidents in collaboration with other departments, while reporting challenges and success to stakeholders on a weekly basis
- Drove strategic efforts in initiating and executing the following functions:
  - Records management program for eMajor budgeting and faculty credential tracking;
  - Relevant program policy for University System of Georgia's eMajor and for the Office of Extended Learning at Valdosta State University;
  - On-going evaluation and assessment processes for the effectiveness of University System of Georgia's eMajor policy and practices as well as the Office of Extended Learning at Valdosta State University; and
  - New program opportunities for Valdosta State University, such as certification programs and high-demand degrees with rapid job placement demand growth
- Demonstrated flexibility and multitasking skills in performing the following diverse roles:
  - Project manager for new online program initiatives and SmartPath core initiative, including new development of 15 courses and moving of Bachelor of Arts in Psychology online;
  - Substitute during absence of the director;
  - Budget manager for budgetary compliance and allocation of funds to institutional partners per semester, amounting to \$4.4M annually;

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- o NC-SARA representative for the university; and
- o Liaison between the University System of Georgia's eMajor Administrative Unit located at Valdosta State University for new affiliate recruitment

## **Career Highlights:**

- ✓ Succeeded in creating and expanding the scope of institutional affiliates in the University System of Georgia's eMajor initiative, which led to acquisition of two affiliate institutions in Fall 2013 and nine in Fall 2015
- ✓ Played a key role as representative for University System of Georgia's eMajor at the institution- and system-levels to build policies and procedures, which resulted in rapid growth of the program that generated more than 700 credit hours in Fall 2013 and over 3000 credit hours in Fall 2015

## FULL SWING GOLF ▪ SAN DIEGO, CA

### **Human Resource Consultant**

*Jan 2010–May 2013*

- Assumed full accountability for the establishment and maintenance of company policies, as well as employee handbook used throughout the company
- Conducted research on current topics and issues through multiple sources, as well quarterly salary studies to benchmark salaries in the area that assisted the multi-company merger
- Actively communicated with chief executive office, vice president, and other executives regarding human resources legal issues and hiring practices
- Rendered hands-on assistance in coordinating job postings and screening and sending candidates for the interview process
- Provided guidance to hiring managers with regard to interviewer etiquette

## ADDITIONAL EXPERIENCE

## VALDOSTA STATE UNIVERSITY ▪ VALDOSTA, GA

### **Graduate Assistant, Center for eLearning**

*Aug 2012–May 2013*

- Offered support in preparing meetings, researching topics, meeting and greeting attendees, and taking minutes for the director

### **Graduate Assistant, Graduate Admissions**

*Sep 2011–Aug 2012*

- Took charge of designing training manual/job aid for all graduate assistants in the office to use for training and daily reference guide
- Helped with the maintenance of more than \$700K budget for elected graduate assistants
- Accomplished updating of hard and electronic personnel files for over 300 graduate assistants

## SECURITAS ▪ SAN DIEGO, CA

### **Security Account Manager, Sony Computer Entertainment of America**

- Carried out interview and verification of candidates for hiring and advancements, while executing employee evaluations, promotions, and disciplinary actions for 31 officers
- Led the reorganization of all security training programs for all officer positions to be benchmarked with clients' demands

### **Security Administrator | Site Supervisor, Biogen Idec**

- Dealt with providing training to all newly hired employees
- Guaranteed coordination of security projects, including special events, corporate parties, covert operations, and emergency drills

## EDUCATION

**Master of Science in Industrial and Organizational Psychology:** May 2013 | Valdosta State University ▪ Valdosta, GA

**Bachelor of Science in Psychology:** May 2011 | Southern Utah University ▪ Cedar City, UT

## PROFESSIONAL DEVELOPMENT

### CERTIFICATION:

*University California, Irvine Extension (2016):*

**Initiating and Implementing Projects | Budgeting and Scheduling Projects  
Managing Project Risks and Changes | Capstone**

### TRAINING

*University California, Irvine Extension (2016):*

**Introduction to Project Management Principles and Practices**

## ACTIVITIES

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Member, Student Success Council (SSC), 2017–2019

Member, Regional Accrediting Committee of Distance Education (RAC-DE), 2017–2019

Chair and Coordinator, UPCEA Program Planning and Implementation Network Committee, 2017–2019

Member, eCore Regional Accrediting Committee of Distance Education (eCore-RAC), 2016–2019

Marketing Coordinator, Conference on Instructional Technology, Innovations, and Education Strategies, 2014–2016

Member, Fifth-Year Report Committee (SACSCOC), 2015–2016

## TECHNICAL SKILLS

Microsoft Office Applications | SmartDraw | Banner | Adobe Applications | SPSS | Qualtrics | Smartsheet | PeopleAdmin  
PeopleSoft | Desire2Learn | Operating Systems (PC and Mac) | Photoshop | Wix Publisher | Lightspeed | Shopify | Mailchimp |  
PowR Application Dev

## ORAL PRESENTATIONS

Giddings, M. and **Murray, J.** (2016). *Extended learning proposal: College of the Arts & Sciences direct path CORE for non-nursing majors*. Valdosta State University, Valdosta, GA.

Giddings, M., **Murray, J.**, and King-Spezzo, A. (2015). *Extended learning proposal: Department of Psychology and Counseling, B.S. in Psychology*. Valdosta State University, Valdosta, GA.

Landau, J., **Murray, J.**, Edmond, M., Jalinassab, S., and Bishop, P. (2018). *College of Nursing and Health Sciences workshop*. Valdosta State University, Valdosta, GA.

**Murray, J.** (2012). *Analysis of propaganda*. Valdosta State University, Valdosta, GA.

**Murray, J.** (2013). *Industrial and organizational psychology comprehensive portfolio*. Valdosta State University, Valdosta, GA.

**Murray, J.** (2013). *Online lifeline conference: eMajor, more than just a new way to deliver the same programs*. Valdosta State University, Valdosta, GA.

**Murray, J.** (2016). *SmartPath core: Admissions Team workshop*. Valdosta State University, Valdosta, GA.

**Murray, J.** (2016). *SmartPath core: Information session*. Valdosta State University, Valdosta, GA.

**Murray, J.** (2017). *Program planning and implementation*. Network Award Ceremony, UPCEA Annual Conference, Location.

**Murray, J.** and Knutson, E. (2011). *The effects of feedback and typical behavior*. Southern Utah University, Cedar City, UT.

**Murray, J.** and Lingrell, K. (2014). *ALC Summer Institute: Creating new opportunities for adult learners: The USG eMajor initiative*. University Systems of Georgia, Dalton, GA.

**Murray, J.** and Moore, M. (2014). *Georgia summit: Hands on: A constructivist approach to effective online strategies*. University Systems of Georgia, Augusta, GA.

**Murray, J.** and Pharr, B. (2013). *Online lifeline presenter: Google doc and pages*. Valdosta State University, Valdosta, GA.

**Murray, J.** and Sizemore, J. (2014). *ALC Summer Institute: eMajor discussion*. University Systems of Georgia, Dalton, GA.

**Murray, J.**, Pharr, B., and King, B. (2012). *Attitude change in branding, propaganda, and sales techniques*. Valdosta State University, Valdosta, GA.