

Beatrice Murch

blmurch@gmail.com +54 9 11 5932 0383

Skills

Excellent Communicator
Trilingual (Spanish, French)
Fast Learner
Organized & Detail Oriented

Entrepreneur
Multitasker
Great Online Presence
Friendly Disposition

WordPress, MediaWiki
HTML, CSS
Adobe CS Suite, Aperture
Macintosh, Windows, Unix

Experience

8/08 - Present

[Beatrice Murch Photography](#)

Buenos Aires, AR

Founder & Photographer - Manage my own freelance business. Work with clients, from initial concept to final product, taking photos capturing their needs and desires. Design and manage the website using WordPress. Curate the Facebook presence with regular updates to engage and interact with audience. Designed, launched and ran a successful *IndieGoGo* campaign to fund my solo photo exhibition *Jacarandas of Buenos Aires* at the Buenos Aires Botanical Gardens in 2017, generating funding at 200% and press interest. Photos have been published in *The New York Times*, *The Wall Street Journal*, *Latino Fox News*, *The Telegraph*, *Time Out Buenos Aires*, *Womankind Magazine*, *Matador Network*, *BBC* and *The Argentina Independent*, and other publications.

10/12 - Present

[Wikimedia Argentina](#)

Buenos Aires, AR

Board Member - Attend monthly board meetings, review progress reports, budgets, grant proposals and grant reports and plan member activities with Wikimedia Argentina to increase membership and participation.

9/15 - Present

Motherhood

Buenos Aires, AR

Raise our dual-national son (AR/USA) in a loving, nurturing, and stimulating environment. He will start preschool in March 2018.

12/16 - Present

[Tectonica](#)

Buenos Aires, AR

Contractor - Work with this Political Activist NationBuilder web design studio revising and polishing both internal and external facing documents. Helped write successful award nominations for the 2017 Reed Awards, resulting in the award for the Best European Website for Sadiq Khan's London mayoral campaign.

5/14 - 9/15

[Nearpod](#)

Buenos Aires, AR

Author Program Manager - Managed the team of Nearpod Authors to curate and publish great educational content for the digital platform loved by educators worldwide. Responsible for sourcing and guiding heavy application users through the process of becoming content authors, curating content to fill gaps in educational materials, revising and then publishing content on the platform, and managing contracts and payments. Relied heavily on spreadsheets and formulas to organize a mountain of data and project-flow. Also sourced and worked with various publishers to convert existing content into Nearpod-ready lessons available for purchase on the platform.

10/13 - 4/14

[LifeLock / Lemon Wallet](#)

Buenos Aires, AR

Customer Support Manager - Managed the customer support team in India and responded to support escalations within the ticketing system *HelpShift*. Wrote clear, succinct and helpful FAQs to decrease the amount of inbound tickets and provide the team in India with responses to assist users. Responsible for interactions across all Customer Support channels to provide excellent customer service and customer user experiences with the mobile app. Analyzed customer reviews on Google Play, iTunes store, and user feedback to provide developers with guidelines for future development with weekly reports. Debugged complicated user problems to resolve issues and coordinated with developers, both in person and using *Asana* to fix bugs either in the moment or for future releases.

8/09 - 5/13

[The Argentina Independent](#)

Buenos Aires, AR

Photo Editor - Managed the team of rotating photography interns, coordinating assignments. Took photographs to accompany articles about Buenos Aires and Argentina. Edited, organized, and published articles for the paper. Coordinated with designers, writers and the Editor to ensure all angles were covered to produce quality content. Updated Facebook page with relevant photographs to engage our readers and keep the page fresh and current. Managed photography contests via Facebook. Troubleshooted the WordPress installation as needed.

6/08 - 5/11

[Distributed Expertise](#)

Buenos Aires, AR

Co-founded a computer consulting business to help clients build software and websites. Managed the business administration side of operations, deftly maneuvering the Argentine bureaucratic system, while my partner wrote the code. Clients included *Angstro.com* and *Watchdog.net* among others.

9/04 - 4/06

[Internet Archive](#)

San Francisco, CA

Development Coordinator & Executive Assistant - Assisted the director, Brewster Khale, with running the non-profit organization dedicated to providing universal access to all knowledge. Handled press and general inquiries from the public via both phone and email. Wrote successful grant proposals (garnering more than \$2,000,000) and follow up grant reports to funders. Managed end-of-year solicitation mailings. Maintained content in parts of the website and assisted with computer troubleshooting. Handled Human Relations as needed (hiring, insurance, and payroll). Evaluated the yearly budget and assisted with board meeting preparations. Planned both on- and off-site meetings and events. Organized and maintained director's quickly changing schedule and travel arrangements. Kept contact database and schedule up to date. Wrote draft correspondence for the director and checked final versions. Provided a professional and friendly office environment, being a point person for managers and employees alike.

9/02 - 8/04

[French American Charitable Trust](#)

San Francisco, CA

Administrative Director - Managed the grants database, processed grant inquiries, proposals, grant awards, agreements, and final reports for this foundation dedicated to Social Justice. Produced the Board Docket twice yearly, including analyses of some grantees. Coordinated and published a quarterly newsletter to the Board of Directors. Handled the flow of communication through the office, via telephone, email, fax and mail. Managed vendor and consultant relations. Paid the bills and maintained the balanced bank account, including processing payroll. Arranged travel and planned logistics for funder meetings, board meetings, and site visits. Maintained the website and assisted with computer troubleshooting as needed. Enhanced a professional and friendly office environment, providing as needed support to both the President and Program Officer.

7/99 - 8/02

[Project Fit America \(PFA\)](#)

San Francisco, CA

Program Coordinator - Assisted the CEO with her non-profit charity dedicated to getting children physically fit. Coordinated the grant programs to find schools and award the PFA program nationwide. Managed 2-year program implementation in over 100 schools. Organized media events nationwide (including scheduling, press relations and travel arrangements of sub-contractors) with all of the schools and sponsors who launched the PFA program in the fall of each year. Quickly and successfully responded to all customer service requests from both schools and sponsors. Served on the Board of Directors as secretary and took minutes at annual meetings. Managed vendor relationships and incoming communications (phone, email, postal, fax), ordered and stocked office supplies, maintained the website (keeping the content current) and the Macintosh computer network, and created a pleasant working environment.

9/98 - 6/99

[MetaSearch Inc.](#)

Fairfax, CA

Communications Manager - Assisted the CEO with her executive and technical recruiting firm, responding to phone inquiries, email and faxes; created a resume database and screened candidates over the phone. Maintained and purchased inventory of office supplies, completed competitive research analysis, searched the internet for relevant hard-to-find resumes, made travel arrangements for company members and created a good and harmonious working environment.

Education

May 1998

Willamette University

Salem, OR

BA: Art History & French Literature Majors & Math Minor

Honors and Grants

Willamette University:

Dean's List 1994, 1995

Carson Undergraduate Research Grant 1996

Robert Louis Stevenson High School:

Graduated **Cum Laude** in 1991

Awarded **Headmaster's Award** for Excellence in 1991

Publications

Subte A Photo Book (April 2013)

Seasons of Buenos Aires Photo Book (Oct 2017)

Juries

Wiki Loves Earth (Dec 2017)

Wiki Loves Monuments - Argentina (2012)

Memberships and Affiliations

Board Member Wikimedia Argentina

American Association of University Women Member

Electronic Frontier Foundation Member

Free Software Foundation Member

References Available Upon Request