

# PAMELA ANN MURPHY

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## CORE QUALIFICATIONS

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### KEY ACCOUNT SALES MANAGER / PRODUCT MANAGER / APPLICATIONS MANAGER

- Accomplished engineering systems professional and business leader with broad experience in selling, training, managing, and applications engineering.
- Results-oriented and decisive with proven success in product and project management business development, customer experience strategy, client engagements, team leadership, innovation and motivation.
- Proven track record of designing and selling specialized fabricated systems while spearheading operational improvements and employee engagement to drive productivity and reduce costs.
- Highly attuned to consultative approaches with business partners and peers, leading to long-term relationships.
- Able to effectively communicate with colleagues from executives to field personnel to achieve success.
- Speak Spanish, German, and French

## EMPLOYMENT EXPERIENCE

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NORMANDALE COMMUNITY COLLEGE, Bloomington, MN

### ***Adjust Instructor, Vacuum and Thin Film Technology, 2024-Current***

- I teach the following courses:
  - Materials Science for Thin Film Deposition
  - Thin Film Deposition I
  - Thin Film Deposition II

INFICON, INC., East Syracuse, NY

### ***Key Account Manager, INFICON Americas Sales Applications and Service, 2022-2026***

- Key Account Manager at Inficon that managed approximately ten large accounts and many smaller accounts.
- I provided customer support, technical recommendations, and proposals to Inficon's customers in the Upper Midwest and Eastern Canada.
- I was responsible for technical support and sales of:
  - Vacuum Control Products, including vacuum gauges, vacuum gauge controllers, fittings, and other components.
  - Thin Film Products for applications such as thermal evaporation, e-beam evaporation, sputtering, ALD, CVD, and MBE. Inficon's products include deposition controllers, deposition monitors, sensors, oscillators, vacuum crystals, research crystals, and feedthroughs.
  - Leak Detectors – helium and hydrogen
  - Residual Gas Analyzers (mass spectrometry and optical spectroscopy) for processes such as PVD, CVD, ALD, and Etch.

HALDOR TOPSOE, INC., Houston, TX

### ***Key Account Manager, Air Pollution Control Catalyst & Technology, 2012-2016***

- Preliminary design, provide proposals, and sold selective catalytic reduction (SCR) catalyst to reduce the NOx outlet levels of stationary emission sources

- Responded proactively to customer requests or concerns in a manner that builds trust and confidence not only with the customer but also colleagues who are partners in the problem-solving process
- Maintained an in-depth knowledge of company products so as to consistently establish new and develop existing customer accounts
- Negotiated mutually agreeable commercial terms and conditions with customers

PEERLESS MANUFACTURING COMPANY, Dallas, TX

***SCR Product Manager, Environmental Systems, 2008-2012***

- Designed, developed, and sold SCR systems to reduce the NOx emissions of turbine HRSGs, simple cycle turbines, packaged boilers, and other stationary emission sources
- Supervised, trained, developed, and supported Applications Engineers
- Established and maintained an in-depth knowledge of the industry and competitive practices as they relate to multiple markets and product development needs
- Reviewed and negotiate mutually agreeable commercial terms and conditions with customers
- Developed and maintained bookings and revenue forecasts

***Manager of Applications Engineering - Proposal Manager, Environmental Systems, 2007-2008***

- Supervised, trained, developed, and supported Applications Engineering Group
- Maintained direct contact with customer base to help support all sales efforts
- Maintained standard proposal templates, developed Applications Engineering Manuals, and developed Applications Engineering content for the company Intranet
- Reviewed customer and supplier commercial terms and conditions

***Commercial Sales Manager, 2006-2007***

- Trained, developed, and supported Applications Engineers
- Negotiated contractual provisions with customers, suppliers, and partners
- Developed and maintained Anti-boycott Compliance policy and procedures and assisted with sales staff training

***Applications Engineer, Environmental Systems, 2000-2006***

- Assisted in the design, development, and sales of SCR and ammonia storage and handling systems
- Prepared and proposed system solutions by assessing customer requests (inquiries, drawings, specifications) and determining customer needs
- Demonstrated proficiency reading and interpreting P&ID's, PFD's and GA drawings
- Worked in a highly collaborative manner with other colleagues as part of the problem-solving process
- Reviewed customer and supplier commercial terms and conditions

PERRY EQUIPMENT CORPORATION (PECO), Mineral Wells, TX

***Applications Engineer, 1998-2000***

- Proposed preliminary design of custom filtration vessels for the Oil and Gas Industry
- Provided customers with technical assistance to resolve filtration process problems
- Translated requests for quotation and various other correspondences from Spanish to English and communicated daily in Spanish with representatives from Central and South America

ORIX GLOBAL COMMUNICATIONS, Las Vegas, NV

***Network Provisioning Engineer, 1997-1998***

- Responsible for inventory and tracking of equipment and circuits, obtaining quotes, ordering circuits, assigning channel facilities for cross-connections, interfacing with network technicians regarding customer trouble ticket complaints, and troubleshooting circuit and equipment problems
- Position involved daily contact with Mexico translating problems into Spanish for technicians at vendor companies

NORTHERN STATES POWER COMPANY, Minneapolis, MN

***Technician-Petroleum Laboratory, 1995-1996***

- Performed 40 different tests on turbine, lubrication, fuel, and insulating oils including dielectric testing, atomic spectroscopy, distillation, and other wet laboratory tests
- Certification obtained to run various tests on fuel oil samples for nuclear power plants including distillation, viscosity, flash point, freezing point, density, and contamination

**EDUCATION**

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NORMANDALE COMMUNITY COLLEGE, Bloomington, MN

*Vacuum Technology Certificate, May 2025; GPA 4.0*

- VACT 2300 Materials Science for Thin Film Deposition
- VACT 2301 Thin Film Properties 1
- VACT 2301 Thin Film Properties 2
- VACT 1293 Concepts of Rough Vacuum Systems
- VACT 1294 Vacuum Equipment
- VACT 1295 Rough Vacuum Operations
- VACT 1300 Introduction to Vacuum System Automation
- VACT 1301 I/O for Vacuum System Automation
- VACT 2290 High Vacuum Equipment
- VACT 2291 High Vacuum Measurement

UNIVERSITY OF TEXAS, COLLEGE OF BUSINESS ADMINISTRATION, Arlington, TX

*Master of Business Administration, May 2005*

- Dean's List; Honor Society; GPA 4.0

UNIVERSITY OF MINNESOTA, Minneapolis, MN

*Bachelor of Science in Chemical Engineering, Minor in Chemistry, Emphasis in Romance Languages, July 1993*

- Dean's List; Advanced level honors curriculum for physics, calculus, and chemistry

NORMANDALE COMMUNITY COLLEGE, Bloomington, MN

*Received Dean's List honors while enrolled in full-time college program for high school seniors, 1987 to 1988*

MINNETONKA HIGH SCHOOL, Minnetonka, MN

*Accelerated Classes for English, history, mathematics, science, Spring 1988*

- Dean's List; Graduated 3<sup>rd</sup> in a class of over 600 students.

UNIVERSITY OF MINNESOTA, Morris, MN

*Independent honors study program for high school students, Summer 1987*

**ADDITIONAL ACHIEVEMENTS**

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- Member of WSVC
- The University of Texas at Arlington, College of Business Administration, Certificate of Achievement, Outstanding Academic Performance, 4.0 Grade Point Average
- Member of Beta Gamma Sigma, honor society for collegiate schools of business (University of Texas, Arlington, October 2001)
- First Place, State Spanish Competition (St. Olaf College, 1987)
- Second Place, State Spanish Competition (College of St. Catherine, 1986)

*References provided upon request*