

## **TERESA DIXON MURRAY**

*Veteran writer and communicator*

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### **SUMMARY**

- One of the nation's premier banking and consumer finance writers, earning more than a dozen state and national awards in the last 10 years.
- Engaging storyteller who turns complicated information into compelling prose.
- Veteran writer and editor with a sophisticated knowledge of banking and economic issues such as housing, labor, mortgages, financial markets and consumer credit.
- Three decades of experience in business and community journalism.
- Comfortable juggling multiple projects in an environment with constantly changing priorities.
- Able to synthesize and analyze complex issues quickly.
- Native of Northeast Ohio and 27-year resident of Cuyahoga County.
- Meticulous, professional writer who excels on deadline.
- Known for integrity and discretion when handling sensitive information.
- Inspired, experienced public speaker who frequently gives keynote speeches and conducts educational seminars for business and community groups.
- Have built a reputation as a go-to person in the workplace and in community volunteer efforts.
- Have provided written financial advice to more than 2,000 readers in the last 14 years through my twice-weekly business column.
- Worked with colleagues on various award-winning team projects that have lasted months, including the foreclosure crisis, Verizon, Frank Gruttadauria investment fraud and the FirstEnergy blackout.
- Gifted, natural leader who, outside of the office, oversees my church's \$3 million budget as part of a five-member stewardship board; serves on my company's health insurance board of trustees; and, for five years, managed a 60-player boys' high school lacrosse team with a \$25,000 annual budget.

### **CAREER HIGHLIGHTS**

**THE PLAIN DEALER, Cleveland, OH (1998 to present)**

*Ohio's largest daily newspaper.*

**Business writer and columnist.**

- Covered issues warning of the mortgage and banking crisis years before it erupted. Provided timely coverage of the demise of two of Cleveland's four largest banks (National City Corp. in 2008 and AmTrust in 2009), reporting on developments with authority and sensitivity.
- An expert in mortgages, housing issues, credit scores, consumer banking, financial privacy and bank technology issues such as EMV chip cards.
- Tenacious reporting on Verizon Communications Inc. led to an \$80 million payment by Verizon in 2010 in the largest settlement ever imposed by the Federal Communications Commission. The FCC cited my reporting as instigating its investigation.
- Frequently write 500- to 900-word stories in an hour on deadline, and often rewrite the stories for print the same day as more information emerges.
- Also cover investments, retirement, insurance, taxes and financial literacy.
- Have written a weekly financial advice column for 14 years. "Money Matters" aims to educate and empower consumers about topics including banking practices, mortgages, credit scores, deposit accounts, debit and credit cards, investments, money management, insurance and financial privacy.

**SBN MAGAZINE, Cleveland, OH (1992 to 1998)**

*Chain of monthly business magazines in Cleveland, Akron, Canton, Washington D.C., Philadelphia and several other cities.*

**Senior editor.**

Helped establish two new editions, Akron and Canton, as authorities for business coverage in those markets. Planned coverage and assigned stories for the two editions; supervised three reporters and various freelancers; and wrote feature stories.

**Other experience (1987 to 1992)****GASTON GAZETTE, Gastonia, N.C. and THE NEWS-MESSENGER, Fremont, OH****Staff writer for both daily newspapers.**

Covered community issues, health care and business.

**MAJOR AWARDS/ HONORS IN RECENT YEARS**

**2018:** All-Ohio Excellence in Journalism, Press Club of Cleveland. Third Place, Business, for coverage of the 2017 Equifax data breach and series of stories, "Straight Answers to Equifax confusion."

**2017:** All-Ohio Excellence in Journalism, Press Club of Cleveland. Third Place, Public Service, for investigation in 2016 into Verizon's erroneous billing practices involving data overages.

**2014:** All-Ohio Excellence in Journalism, Press Club of Cleveland. First Place, Business Column, "Financial Meltdown: 5 years later."

**2014:** All-Ohio Excellence in Journalism, Press Club of Cleveland. Third Place, General News.

**2012:** Best in Business, Personal Finance, Society of American Business Editors and Writers.

**2011:** Best Business Writer in Ohio, Associated Press of Ohio. Second Place, body of work.

**2010:** Best in Business, Society of American Business Editors and Writers. First place, for deadline coverage of failure of Cleveland-based AmTrust Bank.

**2010:** Best Business Writer in Ohio, Associated Press of Ohio. Second Place, body of work.

**2009:** Best Business Writer in Ohio, Associated Press of Ohio. First Place. Coverage of banking crisis.

**2008:** Community service "Heart of Financial Planning" award, Financial Planning Association of Northeast Ohio.

### **ADDITIONAL SKILLS**

Microsoft Word, Excel, WordPress, PowerPoint. Experienced with SEO and using various social media to engage audiences and drive web traffic.

### **EDUCATION**

Bachelor's degree in journalism, Kent State University's School of Journalism. Attended college on full-paid journalism scholarship sponsored by the Akron Beacon Journal.

### **COMMUNITY VOLUNTEERISM**

- Cuyahoga Valley Church, Broadview Heights, Financial Stewardship Board. Five-member board oversees the church's \$3 million budget, guiding church leadership on spending, staffing and marketing. 2008 to present.
- Plain Dealer Guild Health Care Board of Trustees. One of two reporters serving on four-member board that selects coverage and plan designs, and decides on employee premiums for newsroom and 500 covered lives. 2010 to present.
- Brecksville-Broadview Heights High School Lacrosse. Managed all aspects concerning the 60-member boys' lacrosse team, including negotiating contracts, scheduling, fundraising, overseeing the \$25,000 annual budget, purchasing equipment and navigating the politics of the school system and demands of more than 100 parents each year. 2009 to 2014.
- Cuyahoga Valley Church, Broadview Heights, Missions Development Team. Board oversees church's missions efforts locally, nationally and internationally with a \$300,000 annual budget. 2009 to present.
- Brecksville Bees Athletic Boosters, technology officer. 2013 to 2014.
- Kent State University, School of Journalism and Mass Communications, Student Media Board that oversees student media. 2011 to 2012.

