

Erica P. Murphy, DM, MBA, BSBA

Assistant Director for Experience, Durham VA Health Care System



Ms. Erica P. Murphy was appointed as the Assistant Director, Experience for the Durham VA Health Care System on September 27, 2021.

Ms. Murphy is a native of Arkansas and began her federal career with the United States Postal Service in July 2007. She began her service to Veterans when she began working for the Veterans Benefits Administration at the Little Rock VA Regional Office in July 2009. She joined the Veterans Health Administration in Memphis, Tennessee in February 2015 as the Recruitment & Placement Chief in the Human Resources Management Service. In June 2016, she later transitioned to the role of Chief, Customer Service and Veterans Experience for the Memphis VA Medical Center.

Ms. Murphy attended the University of Phoenix for a Bachelor of Science Degree in Business Administration, Saint Leo University for a Master of Business Administration degree with a concentration in Human Resource Administration, and Colorado Technical University for a Doctor of Management in Organizational Change and Development.