

MARI K. MA

Mari.Kalok.Ma@gmail.com

marikma.wix.com/portfolio

(415) 902-8118

LANGUAGE, APPS, & SKILLS

- Fluent in Cantonese, semi fluent in Mandarin
- Ability to communicate in simplified and traditional Chinese
- Lightroom • Photoshop • Microsoft Suite • Quickbooks • iMovie
- Google Suite • Google Meet • Artful.ly (CRM) • MailChimp • Instagram
- Twitter • YouTube • Reddit • Facebook • Vimeo

Navigating Ambiguity

Solution Oriented Problem Solving
High-Touch Customer Care

Technological Adaptability
“YES, AND” Mentality

EXPERIENCE

GOOGLE VIA ADECCO 2021 - 2022
STAFFING OPERATION SUPERVISOR

SUNNYVALE, CA

- Supported a team of **35+** contracted Recruiting Coordinators through fluctuating hiring volumes.
- Led coordination team to deliver on key metrics and **80%** of low performing Coordinators saw **~126%** of improvement.
- Resolved escalations from stakeholders, by providing high-touch and solution-based support to addressing any urgent business needs.
- Supported additional project works, including “**One Day Offer**” in India, and hosted **50+** Virtual Meet & Greets with director level candidates.
- Collaborated with cross-functional partners to address operation roadblocks, to cultivate a constructive and diverse working environment.
- Created and facilitated training modules, and drafted internal reminders/updates for the coordination team.
- Co-Created a globally scalable supervisory resource to identify performance medians and trends. Streamlined performance conversations to better understand team bandwidths and volumes.

GOOGLE VIA ADECCO 2020 - 2021
RECRUITING COORDINATOR

SUNNYVALE, CA

- Consistently met **~110%** of quantity metric by ensuring timely follow up, providing excellent attention to details, and anticipating any special needs of our interviewer and admin partners.
- Became an expert on Google's Internal ATS system. Supported teammates with identifying workarounds, and acted as Tech Support.
- Managed multiple competing hiring offers while supported **10+** business critical requests per week.
- Conducted and created training materials for **30+** onboarding new starts and **50+** cross-regional partners during a period of internal re-org.

FREELANCE PHOTOGRAPHER 2014 - 2020
SEE PORTFOLIO FOR SAMPLES OF WORK

PHILADELPHIA, PA

- Photographed and edited professional and acting headshots.
- Documented and edited corporate & school events, engagements, and weddings.
- Provided on-the-spot problem solving with clients for planning and executing their event.
- Delivered completed projects to clients in a timely manner.
- Coordinated, managed, and adapted event timelines according to clients' needs.

BRIAN SANDER'S JUNK 2015 - 2016
GENERAL MANAGEMENT INTERN, SOCIAL MARKETING ASSISTANT

PHILADELPHIA, PA

- Aided in integration of artful.ly as a CRM to manage donor informations and audience outreach.
- Drafted and published e-mail blasts for marketing purposes using MailChimp.
- Authored marketing graphic materials for website and social media, with Lightroom and Photoshop.
- Managed and responsible front of house for the 2015 Fringe Festival event “American Standard”.
- Collaborated with manager to create and finalize contracts for performance agreements.
- Coordinated travel arrangements, venues, and created itinerary for up-coming tour.

FELLOWSHIP EXPERIENCE

ARTIST YEAR FELLOWSHIP 2016 - 2017
TEACHING ARTIST FELLOW

PHILADELPHIA, PA

- Dedicated a full year of service as a teaching artist within a Philadelphia Mastery Charter School.
- Secured 4 professional DSLRs to provide hands on experiences in class, in school events, and to take home.
- Taught 7th & 8th grade students fundamentals of photography, editing, and publishing as an elective.
- Facilitated the creation of digital online portfolios using a “WIX site” per student interests.
- Planned, managed and created a yearbook for the class of 2017.

EDUCATION

DRXEL UNIVERSTIY, PHILADELPHIA PA CLASS OF 2016

BACHELOR OF SCIENCE - CUMULATIVE GPA: 3.8

ENTERTAINMENT AND ARTS MANAGEMENT IN THEATRE CONCENTRATION

UPCOMING:

BERKELEY EXTENSION - UC BERKELEY, CA
FRONT END CODING BOOTCAMP

EXPECTED END DATE: DEC 2022