Mari K. Ma

Adaptable and personable professional with strong foundation in troubleshooting, technical support, and full stack development. Experienced in creating interactive web apps and parsing documentations. Proficient in customer relationship management, and excel at conflict resolution, process improvement, and interpersonal communication.

EXPERIENCE

ALCHEMY — SAN FRANCISCO, CA — FEB 2024 - PRESENT

Contracted Demo Developer

- Tasked with creating interactive API demos to be used internally:
  - NFT Explorer: a react.js app capable of displaying NFTs and their collections.
  - Token and Transaction Checker: a react.js app to query token balances and transaction histories.
- Aligned project goals and progress through weekly check-ins with direct report.
- Identified and suggested improvements within documentations, when integrating requested features.

L'OCCITANE — SAN FRANCISCO CENTRE, CA — DEC 2022 - JAN 2024

Sales Associate

- Provided exceptional customer service to drive repeat business and customer satisfaction. Often met or exceeded sales goals during holidays season or special events.
- Mastered internal salesforce portal to maintain customer relationships and interests.
- Performed various diverse tasks: staging sales floor changes, bank runs, technical and customer support.

GOOGLE VIA ADECCO — MOUNTAIN VIEW, CA — 2020 - 2022

Staffing Operation Supervisor

- Led a team of 35+ contracted Recruiting Coordinators through virtual and returning to office by establishing constructive core team values, encouraging knowledge sharing, and prioritizing a "people-first" approach.
- Boosted team metrics by 126% during unpredictable hiring volumes by developing training modules, hosting office hours, and resolving stakeholder escalations with high-touch, solution-based support.
- Supported hiring initiatives like "One Day Offer" in India, and hosted 50+ Virtual Meet & Greets for director-level candidates.
- Co-creating a globally scalable supervisor dashboard, streamlining team metric assessment.

Recruiting Coordinator

- Mastered google's internal ATS system and provided technical support to teammates. Created and conducted onboarding training for 30+ new hires and 50+ cross-regional partners during an internal re-org.
- Managed 10+ business-critical requests per week while managing calendars across multiple timezones.
- Exceeded quantity and quality metrics by 110% consistently through attention to details and timely follow-ups.

FREELANCE PHOTOGRAPHER — 2014 - 2020

- Captured professional headshots and documented corporate / school events, engagements, and weddings.
- Coordinated, managed, and adapted event timelines according to clients' needs.

CORE COMPETENCIES

· Full-Stack Development: React.js, RESTful API, Node.js, MongoDB, graphQL, sql, HTML, CSS, JavaScript
· Technical Support: Troubleshooting, Technical Documentation, Customer Relationship Management
· Management: Staff Training, Stakeholder Engagement, Quality Assurance, Process Improvement
· Other skills: Salesforce (Elite / Tableau), Google ATS / ticketing system, Digital Editing

LANGUAGE & LINKS

Fluent in Cantonese, semi-fluent in Mandarin · Ability to read/dictate in simplified and traditional Chinese
Developer Portfolio: https://draconmarius.github.io/react-cv/
Photographer Portfolio: https://wix.com/marikma/portfolio/

EDUCATION

Drexel University — Bachelor of Science in Entertainment and Arts Management
Extension - UC Berkeley — Full Stack Coding Bootcamp

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