

NATALIE GONZOLA



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Seamlessly manages office operations while ensuring quality company culture and facilitating fun.

EXPERIENCE

Google Canada | DeepMind

Office Manager for the DeepMind Alberta office - September 2017 - December 2022

Operations & Workplace

- Smooth running of operational activity in the office including day-to-day operations, transitioning to working from home during the covid-19 pandemic and return to office planning post-pandemic.
- Creating and maintaining an inspiring, innovative and world class workplace experience that allows researchers to thrive.
- Supporting an office move, working with internal and external partners to ensure all parties are aligned on plans and teams are comfortable with any new arrangements.

Event planning

- Planned large scale external facing event, holiday parties, retreats, outreach, socials and team building events.
- Partnering with external event agencies for larger scale events with many deliverables.
- Partnering closely with local leadership to understand and deliver event objectives and goals.
- Budget management, contract drafting and purchase order raising.

Team & Culture Building

- Routinely bringing the team together via playful, creative and inclusive moments and events.
- Adding unique touches to the office space reflecting and driving our local office and company culture.
- Organizing team-wide training to facilitate team awareness around communication and working styles.

Program Support

- Supported DeepMind's internship program locally in Alberta.
- Supported DeepMind's central org-wide internship program.
- Co-lead the office's diversity, equity and inclusion program.
- Supported DeepMind's internal project management framework program.

Internal Communications

- Internal microsite management.
- Team wide communications and weekly communication recaps.
- Company wide communications.
- Facilitating local team meetings and operations meetings.

Team & Lead Support

- Booked travel arrangements and processed expenses for a team of 20.
- Provided administrative support for site lead including calendar management, travel management and processing expenses.

Visitor Experience

- Created a warm and engaging welcome program for visitors including high-profile individuals, recruitment candidates and staff visiting from other DeepMind offices.

Recruitment and Onboarding

- Created and managed the local onboarding program for new staff and interns.
- Conducted interviews for operational roles for DeepMind's international offices.

Collaboration & Stakeholder Management

- Partnered closely with local leadership, program managers, research scientists and developers, the cafe team, facilities and security in the DeepMind Alberta office.
- Collaborated with teams across the organization in various locations:
 - Operational and research staff in the other remote offices (Montreal, New York City, Mountain View California, and Paris)
 - Teams such as events, workplace, security, communications & branding, recruitment, legal & compliance, diversity equity & inclusion, outreach, central onboarding, IT, HR, and travel teams in DeepMind's HQ in London, UK.

Tools & Software

- Google Workplace (formally known as G Suite), Google's internal infrastructure, Concur, Greenhouse onboarding.

Canadian Blood Services - Edmonton, Alberta - 2010 - 2017

Admin support for the Cord Blood Bank & Stem Cell Manufacturing – 2015 to 2017

Supported the Cord Blood Bank and Autologous Stem Cell Department, Manufacturing and Collections teams in Edmonton and Vancouver.

Admin support for Production, Clinic Services and Transportation – 2013 – 2015

Admin support for Production – 2012 – 2013

Participation in Kaizen and Lean initiatives for production and distribution of biologics.

File Management & Data Entry

- Performed data entry and managed file logistics, signatures and maintenance of patient, product and donor files.

Supply Management

- Monitoring and replenishing critical supplies, promotional materials and office supplies via POs and requisitions.
- Managed controlled documents such as standard operating procedures.
- Distributing inventory reports and notices to hospitals.

Staff Support

- New hire orientation and setup.
- Maintaining training matrices and creating and distributing training packages for staff.
- Timekeeping, travel arrangements and processing expense reports.
- Meeting bookings, agendas and minutes,
- Ordering catering and making restaurant reservations.

Customer Support

- Administrative and troubleshooting support for an external hospital staff training program.
- Answering donor inquiries via phone and email.

Tools & Software

- Microsoft Suite, SAP, Concur

Front line roles

Laboratory Attendant - Whole blood production - 2011 – 2012

Phlebotomist - Whole blood collection - 4 months in 2011

Laboratory Attendant - Whole blood production - 2010 - 2011

STRENGTHS

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|----------------------------|--------------------------------|-----------------------------------|
| • Event planning | • Creative thinker | • Time Management |
| • Fostering culture | • Organizational skills | • Identifying efficiencies |
| • Team Building | • Interpersonal skills | • Proactive planning |