

# MARY JIAN FALCON

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## WORK EXPERIENCE

*Worldline | Brussels, Belgium*

### HR Operations Associate (Student Contract)

Feb 2025 - Sep 2025

- Digitized and organized 2,300+ HR documents, designing new workflows to maximize data accessibility and operational efficiency
- Ensured the accuracy and integrity of confidential employee records across global teams

*Redaptive | San Francisco, CA, USA*

### Senior Operations Projects Associate (Team Lead)

Dec 2021 - June 2023

- Managed procurement lifecycle by reviewing and approving Purchase Orders (POs) in Oracle NetSuite
- Owned O&M budget tracking and reconciliation, identifying variances and providing monthly reports to the Accounting team
- Trained and supervised 2 team members, improving resolution times by 35% through custom performance dashboards
- Interpreted Service Level Agreements (SLAs) and monitored vendor compliance to ensure contractual performance standards and Key Performance Indicators (KPIs) were met
- Tracked expenses and reconciled invoices via Bill.com to ensure budget compliance across 20+ accounts
- Standardized administrative workflows and led weekly cross-functional meetings with field engineering, procurement, program management, reducing internal processing errors by 25%

### Senior Operations & Maintenance Associate

Jan 2021 - Nov 2021

- Automated O&M workflows using Asana and Smartsheet to increase departmental data accuracy
- Developed and maintained internal knowledge base, creating SOPs, workflows, and templates to ensure procedural consistency

### Maintenance Operations Associate

Oct 2019 - Jan 2021

- Owned delivery of comprehensive meter post-installation data and reports to 6 internal teams, utilizing Salesforce to track multiple ticket case queues and generate reports
- Trained and supervised an international team of 7 based in India through regular sessions and performance feedback

### Maintenance Operations Analyst

Sep 2018 - Oct 2019

- Owned post-sales customer support, providing essential troubleshooting and triaging to resolve LED lighting and energy metering issues, managing 50+ customer interactions weekly
- Partnered with vendors to expedite ordering and shipping of replacement parts, minimizing customer downtime, and utilizing KPIs to reduce response times by over 50%

*California Emerging Infections Program | Oakland, CA, USA*

### Research Assistant

Sep 2017 - Aug 2018

- Managed sensitive healthcare data for 2,000+ cases, performing high-volume data entry and record cleaning to ensure 100% data integrity
- Extracted and audited data from public health databases and hospital records to complete over 500 comprehensive case reports

*Kindred RehabCare | Vallejo, CA, USA*

### Rehabilitation Technician

Nov 2016 - Aug 2017

- Managed administrative operations and inter-departmental coordination between physicians, nursing, and therapy staff to streamline documentation and scheduling
  - Standardized patient tracking systems, creating process documents and logs to monitor patient status from intake to discharge
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## EDUCATION

*KU Leuven | Brussels, Belgium*

### Master of Science in International Business Economics and Management

Sep 2023 - Feb 2025

Cum Laude

*University of California, Berkeley | Berkeley, CA, USA*

### Bachelor of Arts in Public Health, Minor in Science and Math Education

Aug 2012 - May 2016

GPA: 3.5/4.0

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## RESEARCH & ANALYTICAL WORK

Falcon, M.J., Vanderfeesten, I., Wyffels, M., Serral, E. (2026). *Measuring Social Sustainability in Business Processes*. The Practice of Enterprise Modeling. PoEM 2025. Lecture Notes in Business Information Processing, vol 570. Springer, Cham.

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## SKILLS

**Tools:** Oracle NetSuite, Bill.com, Microsoft Excel (Advanced: Pivot Tables/VLOOKUPS), Salesforce Service Cloud (KPI Dashboards), Asana, LucidChart (Process Mapping), Google Suite, PowerPoint

**Competencies:** Budget Monitoring, Expenditure Tracking, Procurement & PO Management, Reconciliation, SOP Documentation, Team Leadership, Process Improvement, Vendor Relations, Project Coordination