

Mary Falcon

Aspiring UX Designer with a background in customer service, research, and process building

(707) 334-7696

ohmfalcon@gmail.com

mjfalcon.wordpress.com

EXPERIENCE

Redaptive Inc., San Francisco, CA — Service Operations Associate

SEPTEMBER 2018 - PRESENT

Triage and resolve lighting and metering cases, interact with customers and vendors to order replacement parts and troubleshoot issues related to lighting and metering, utilize Salesforce to create and close cases, generate reports, and create dashboards using data, problem solve and implement support process documentation, train and lead team in India to create tickets on Salesforce

California Emerging Infections Program, Oakland, CA — Research Assistant

AUGUST 2017 - AUGUST 2018

Collect, abstract, and close out cases relating to foodborne illnesses in local counties, organize and transfer files from paper to an electronic database (Access), recruit and interview over 200 patients, controls, and cases within the local jurisdiction for campylobacter, flu, and pneumonia research and study, conduct case exposure ascertainment through 25-30 weekly interviews and follow standardized questionnaires to record/code answers

Kindred RehabCare, Vallejo, CA — Rehabilitation Technician

DECEMBER 2016 - AUGUST 2017

Maintain and audit patient files and records for rehab department, develop process documents and refine fax request forms- increasing physician response, assess patient satisfaction through post-rehabilitation surveys, data entry for patient records

EDUCATION

University of California, Berkeley — B.A. Public Health

Minor in Science & Math Education

AUGUST 2012 - MAY 2016

Activities: YWCA Shadow Day 2014, 2015, 2016, YWCA Student Leadership Board, CalTeach, Cal Sports Medicine, Pilipino Association for Health Careers, Cal Rotaract, Cal Aquatic Masters

SKILLS

Adobe Photoshop, InDesign

Microsoft Office Suite

Google Office Suite

Salesforce

AWARDS

Dean's List - Spring 2016

Awarded to students with a Semester GPA in the top 10% of L&S Undergraduates

LANGUAGES

English, Tagalog, Spanish (limited)