

MARIA DURKEE

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EXPERIENCE

Office Operations

Oct 2016 - Present

LYFT, San Francisco, CA

- Coordinate internal events with a variety of projects ranging in scale from a 20 person event to 200+ person events
- Maintain internal event request forms, event calendar, and event timelines
- Calendar admin/manager for all meetings rooms at HQ; work with EA's to accommodate rooms requests
- Serve as a liaison between all internal teams and Office team
- Concept, organize and execute monthly Office Team newsletter
- Work closely with catering company on in-house catering needs and managing the Lyft menu website
- Receive, troubleshoot, resource and resolve all incoming employee/guests questions or concerns
- Manage and ship internal office newsletter on an ongoing basis
- Train and coordinate with security team on best security practices for the building, customer service, and task completion
- Maintain security by monitoring logbook and issuing visitor badges
- Coordinate and order all office supplies for HQ
- Co-coordinate company-wide holiday party for Seattle office
- Keep reception organized and running smoothly

People & Culture Operations

Mar 2016 – Jun 2016

BUFFER, San Francisco, CA

- First point of contact for team member questions
- Initiated and led 'Random Acts of Kindness' project to further team member recognition
- Coordinated with People Team to ensure all new team members had an excellent onboarding experience; responsible for conducting pre-bootcamp syncs and organizing pair calls
- Analyzed team member feedback to identify current and future company needs
- Assisted with the coordination of company retreat in Berlin
- Maintained database of all team member information for internal accounting purposes
- Responsible for sending Buffer perks to new and existing team members
- Took on ad hoc projects as needed

Office & Culture Operations

Aug 2014 – Mar 2016

NARRATIVE, San Francisco, CA | Stockholm, Sweden

- Greeted and welcomed office visitors while acting as the liaison between visitors and CMO
- Initiated and led company-wide town hall meetings to improve transatlantic communication between American and Swedish offices
- Initiated and led 'Cheers for Peers' team member recognition program
- Organized company activities and events (happy hours, meetups, holiday parties, company retreats, Wellness Wednesdays, Fika Fridays, and Narrative at CES Las Vegas & SXSW Austin)
- Coordinated an office move from the Tenderloin to SOMA
- Ordered office equipment/maintained office supplies (desk installation, mail, deliveries, snacks, and catered lunches)
- Managed and booked meeting rooms as well as travel arrangements for team members
- Oversaw onboarding experience for new SF hires

Community Support Manager

Jan 2014 – Aug 2014

WRAPP, San Francisco, CA | Stockholm, Sweden

- Updated all open user inquiries in a timely fashion and managed dozens of tickets at a time
- Responded to user inquiries by providing assistance over multiple channels
- Reported bugs to Development team to resolve product or service issues
- Collaborated with Product team to share user stories and explore product opportunities

Office Intern

Aug 2013 – Dec 2013

REISTER, Phoenix, AZ

- Coordinated front desk reception
- Provided task assistance for creative, digital, media, and public relations teams
- Maintained and updated media lists
- Created and modified excel documents
- Uploaded web content for various projects

EDUCATION

Bachelor of Science in Communication Studies

Aug 2009 - Dec 2013

NORTHERN ARIZONA UNIVERSITY, Flagstaff, AZ

International Student Exchange

Aug 2010 - May 2011

JÖNKÖPING UNIVERSITY, Jönköping, Sweden