JULIAN MERCER

OFFICE MANAGER

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PROFESSIONAL SUMMARY

Office Manager with 8+ years running day-to-day operations for growing technology offices of 80 to 250 people. Owns vendor relationships, facilities, supplies, and onboarding logistics, balancing a lean budget with a workplace experience that employees notice and value.

PROFESSIONAL EXPERIENCE

Office Manager Jan 2021 - Present
Asana, San Francisco, CA

- Ran operations for a 220-person office, overseeing facilities, security, mail, and supplies with a $1.1M annual operating budget.
- Renegotiated cleaning, catering, and equipment contracts across 14 vendors, saving $96K annually without reducing service levels.
- Created a facilities request system with defined response times, raising employee satisfaction with office services from 71% to 89%.
- Led a floor reconfiguration for 60 staff over one weekend, coordinating movers, IT, and signage to avoid any workday downtime.
- Managed a team of two coordinators and a rotating reception cover plan, keeping desk coverage at 100% during business hours.

Office Coordinator May 2018 - Dec 2020
Dropbox, San Francisco, CA

- Coordinated new-hire setup for 40+ employees a quarter, including desks, equipment, badges, and orientation schedules.
- Tracked supplies, snacks, and equipment inventory in a shared system, reducing stockouts 30% while holding costs flat.
- Scheduled safety drills, inspections, and maintenance, keeping the office compliant with all local requirements.
- Planned monthly all-hands and social events for 150 attendees, consistently landing 8% under the allocated budget.

Administrative Associate Aug 2016 - Apr 2018
Autodesk, San Rafael, CA

- Supported a 90-person department with purchasing, invoice coding, travel arrangements, and meeting logistics.
- Processed purchase requests and vendor invoices in NetSuite, cutting average payment delays from 12 days to six.
- Maintained the office emergency contact list and floor warden roster, updating both quarterly for accuracy.
- Documented 20 recurring office procedures in a shared handbook, helping new staff resolve routine needs independently.

CORE SKILLS

Office operations | Vendor management | Facilities coordination | Budget oversight | Contract negotiation | Onboarding logistics | Purchasing | NetSuite | Space planning | Event coordination | Health and safety compliance | Team supervision | Inventory control | Process documentation

EDUCATION

B.S. in Business Management, San Francisco State University, San Francisco, CA

CERTIFICATIONS

Certified Manager of Office Services (CMOS) candidate | OSHA 10-Hour General Industry