JULIAN MERCER

PEOPLE OPERATIONS MANAGER

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PROFESSIONAL SUMMARY

People Operations Manager with 13+ years building HR systems, onboarding, and employee programs for growing technology companies. Streamlines HR operations, improves the employee experience, and keeps compliance and data accurate as headcount scales.

PROFESSIONAL EXPERIENCE

People Operations Manager Feb 2023 - Present
Dropbox, San Francisco, CA

- Run HR operations for 1,400 employees, covering onboarding, HRIS data, policy administration, and leave programs across three offices.
- Redesigned the new-hire experience with preboarding tasks and manager checklists, raising 90-day satisfaction scores from 4.1 to 4.5 of 5.
- Led the quarterly engagement survey and action planning with 30 managers, improving the participation rate to 88%.
- Created a manager toolkit for conversations on survey results and tracked follow-through, with 85% of teams completing an action plan.

Senior People Operations Specialist Mar 2020 - Jan 2023

- Managed the HRIS and cleaned records for 1,100 employees, reducing payroll data corrections by about 40%.
- Automated onboarding and offboarding workflows in Workday, saving the team about 12 hours a week and removing several manual handoffs between IT and HR.
- Supported two acquisitions with benefits alignment, policy mapping, and welcome sessions for 150 new colleagues.

People Operations Generalist Jun 2017 - Feb 2020
Asana, San Francisco, CA

- Handled employee questions on payroll, benefits, and policies with a response time under one business day and a clear log of every request.
- Launched an internal HR knowledge base of 60 articles that reduced repeat tickets by roughly a third.
- Coordinated annual performance review cycles for 600 employees, with completion above 97% on schedule and timely reminders to every manager.

HR Coordinator Aug 2014 - May 2017
Yelp, San Francisco, CA

- Processed new hire paperwork, background checks, and I-9 verification for 200 hires with a clean audit record and complete personnel files for every new employee.
- Organized orientation and office events for new employees, which earned strong feedback in post-event surveys.
- Maintained employee files and leave records accurately, supporting a smooth state labor audit.

HR Intern Jun 2013 - Jul 2014
Autodesk, San Rafael, CA

- Updated job postings and screened resumes for entry-level roles, forwarding about 20 qualified candidates a month.
- Compiled turnover and headcount reports in Excel that the HR director used in monthly staff meetings.
- Assisted with benefits open enrollment by answering employee questions and checking enrollment forms for errors.

CORE SKILLS

HR operations | Employee experience | HRIS administration | Workday | Onboarding design | Process automation | Engagement surveys | Policy administration | Leave management | Compliance | People analytics | Change management | Excel | Vendor management

EDUCATION

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

CERTIFICATIONS

SHRM Senior Certified Professional (SHRM-SCP) | Workday HCM Foundations | Certified Professional in Human Resources (PHR)