MARIA FRANCIS-MOULLIER

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FULL STACK WEB DEVELOPER

Full stack web developer working with Javascript, CSS and HTML. In prior roles, created and maintained metrics of customer pain for leadership and developers to prioritize effective use of resources. Worked in social media. Effective written and verbal communicator, collaborating with cross-functional teams to achieve objectives.

Javascript + CSS + HTML + Data Collection and Analysis + Software Solutions + User Acceptance Testing (UAT) + Performance Metric Analysis + Best Practices Development and Implementation

CAREER PROGRESSION

INTUIT | TUCSON, AZ   2010–2018

SMALL BUSINESS AND SELF-EMPLOYED GROUP SUPPORTABILITY SPECIALIST | 2014-2018
Gathered and maintained data and provided insights to stakeholders on the pain points and priorities of Intuit's software-as-a- service (SaaS) product customers.

► Gathered data from customer feedback and built a case that led to the implementation of a requested SKU downgrade feature, **reducing customer cancellations by 20%** while **increasing transactional Net Promoter Scores by 37%** on these customer contacts.

► Contributed to the transition to new billing system, impacting 100,000+ customers in the United Kingdom and Canada using data and customer insights from text analytics. Conducted UAT testing and oversaw the rollout to live accounts.

► Devised a more robust metric that incorporated several large datasets to create an overarching measure of customer "pain." This involved distilling a large amount of customer data into one metric which was stored in a wiki for easy reference, now used by leadership to influence decisions.

► **Reduced turnaround time** by developing best practices and SOPs for front line agents, improving the process of reporting product defects and getting the necessary information to the developers for quicker resolution.

► Worked in Scrum teams with developers and project management as the "Voice of the Customer" representative, focused on improving customer self-serve billing capabilities in the desktop software.

QUICKBOOKS ONLINE SERVICE AND SUPPORT AGENT | 2010–2014
Worked with customers in a front-line technical support and sales role, resolving problems and ensuring use of best-fit products to support their business.

► Developed training materials for newer agents, including videos that demonstrated the use of tools and best practices, as well as knowledge base articles and SOPs. Developed and managed feature request database.

- ► Managed social media for QuickBooks Online in a temporary capacity, including managing the QuickBooks Online Community internet forum, and resolving customer issues through Facebook.
- ► **Exceeded sales goal by 24%, bringing in $67K of revenue**, earning CEO Sales Club Sales Achiever Award FY12.
- ► Top Performer in Issue Resolution department in Q2 FY11 and Q1 FY12.

TURBOTAX SEASONAL SUPPORT AGENT | 2/2010–6/2010

- ► Supported customers in the "Working on My Return" segment, assisting with problem resolution to complete their tax returns. Gained knowledge of the TurboTax software and the Intuit community.
- ► Progressed to Support Agent role.

CHILD ADVOCACY CLINIC | TUCSON, AZ   2007–2008

STUDENT ATTORNEY
Represented clients under the supervision of a licensed attorney; met with clients in their homes to determine their positions and argued in court before the judge.

EARLIER ROLES

Couch Fellow | Couch on Insurance Fellowship | Tucson, AZ
Judicial Intern | Pima County Juvenile Court | Tucson, AZ
English Tutor | New Start Program – University of Arizona | Tucson, AZ
Undergraduate Research Assistant | Dept. of Mathematics – University of Arizona | Tucson, AZ

EDUCATION & PROFESSIONAL DEVELOPMENT

Full Stack Web Development Certificate | University of Arizona | Tucson, AZ
Juris Doctor | University of Arizona – Rogers College of Law | Tucson, AZ
Bachelor of Science – Computer Science | University of Arizona | Tucson, AZ
Bachelor of Arts – Political Science | University of Arizona | Tucson, AZ

SQL Programming Certificate | Hands On Technical Training