

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. Collaborative, solutions-oriented developer. Effective written and verbal communicator, experienced working with cross-functional teams and large data sets to achieve objectives.

Technical Skills:

JavaScript | CSS | HTML | SQL | GitHub | jQuery | Bootstrap | JIRA | Business Objects | Excel

Data Collection and Analysis + User Acceptance Testing (UAT) + Translating Business Requirements + Dataset Management + Performance Metric Analysis + Best Practices Development and Implementation + Customer Relationship Management + Customer Support

CAREER PROGRESSION

INTUIT | TUCSON, AZ

2010–2018

SUPPORTABILITY SPECIALIST | SMALL BUSINESS AND SELF-EMPLOYED GROUP | 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. Ran a white-glove pilot program to demonstrate effectiveness of feature. Project was nominated for a company-wide innovation award.
- ▶ 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 User Acceptance Testing and oversaw the staged rollout to live accounts.
- ▶ Devised a 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, incorporating security risk, financial and brand risk, and importance to end users. The metric was stored in a regularly updated internal wiki site that leadership used to prioritize allocation of developer resources.
- ▶ **Reduced turnaround time by 17%** 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. Demonstrated new features to customers to collect feedback, and synthesized it for developers.

SERVICE AND SUPPORT AGENT | QUICKBOOKS ONLINE | 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.

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- ▶ 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. Traveled to partner sites to deliver trainings.
- ▶ Managed social media for QuickBooks Online in a temporary capacity, including managing the QuickBooks Online Community internet forum, and resolving customer issues through Facebook and Twitter.
- ▶ **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.

TURBO TAX 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.
- ▶ Promoted to permanent Support Agent role due to performance.

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, wrote legal briefs and argued the client’s position in court.

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

Web Development Certificate | University of Arizona/Trilogy Education | 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