

MARIA FRANCIS-MOULLIER

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GitHub: <https://github.com/moullier> | Portfolio: <https://moullier.github.io/>

FULL STACK WEB DEVELOPER

Full stack web developer working with JavaScript, React, SQL, CSS and HTML. Collaborative, solutions-oriented developer focusing on front end and user experience. In prior roles, worked with developers to improve customer experience in a SaaS product. Effective written and verbal communicator, experienced working with cross-functional teams and large data sets to achieve objectives.

Technical Skills:

JavaScript (Node.js) | React | CSS | HTML | REST APIs | SQL | Handlebars | Git/GitHub |
jQuery/DOM Manipulation | Bootstrap | JIRA | Microsoft Office

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

PROFESSIONAL EXPERIENCE

QUEEN'S UNIVERSITY | KINGSTON, ON, CANADA

2020

WEB APPLICATION DEVELOPER | FREELANCE

Created full-stack web-based software for language educators at the university and high school level.

- ▶ Worked with professor to create workbook software based on research to help educators implement best practices in second language acquisition.
- ▶ Created responsive website using React.js, JavaScript (Node.js), REST APIs and MySQL.

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 cloud-based accounting software 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.
- ▶ 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 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 created business intelligence reports for developers.

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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.

- ▶ 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 Community internet forum, 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.
- ▶ 2010 – Seasonal agent - Supported customers in the “Working on My Return” segment, assisting with problem resolution to complete their tax returns. Promoted to permanent Support Agent role due to performance.

TECHNICAL PROJECTS

COVID-19 DISASTER TRACKER | <https://github.com/ZonkeyStripes/Covid-Disaster-Tracker> |

<https://covid-disaster-tracker.herokuapp.com/>

- ▶ React application that displays data about the COVID-19 pandemic in the US using maps, charts and tables at a state and county level. Also displays information about natural disasters sourced from FEMA and mapped, as well as news and hospital information.
- ▶ My role in the project: Created the maps in React-Leaflet using GeoJSON files, organized the UI into React components, designed MySQL tables to store data, and created endpoints for the REST API to communicate with the database.
- ▶ Used: React, Leaflet, Chart.js, JavaScript, jQuery, MySQL, Node.js, Sequelize, Express, Passport, CSS, Bootstrap

XFL PICK’EM GAME | <https://github.com/moullier/XFL-pickem> | <https://xfl-pickem.herokuapp.com/>

- ▶ Web based application that allows users to compete in leagues with friends and colleagues by picking the winners for weekly XFL football games, getting their picks scored as the games end
- ▶ My role in the project: Designed the project’s SQL database structure, programmed the server-side algorithms for scoring and making picks, built user interface for the league, picks and settings pages, coded REST API routes for moving data between server and client
- ▶ Used: JavaScript, jQuery, MySQL, Node.js, Sequelize, Express, Passport, Handlebars, CSS, Bootstrap

EDUCATION & PROFESSIONAL DEVELOPMENT

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

Web Development Certificate | April 2020 | University of Arizona/Trilogy Education | Tucson, AZ
SQL Programming Certificate | Hands On Technical Training