

Ollivia Francois

msofrancois@gmail.com • Marion, SC 29571 • 843-624-7715

Objective

Prioritizing the assurance that customer satisfaction is met consistently, regardless of the issue. Promoting advocacy, resolving issues empathetically and creating great relationships with customers leading to positive feedback for over ten years.

Education

Horry Georgetown-Technical College

University of Phoenix

September 2023 BA in Psychology with a Concentration in Media and Technology

- Maintained a 3.89 GPA, was inducted to the National Society of Leadership and Success and Golden Key International Honors Society

December 2014 Associate's in Applied Science in Human Services

- Maintained a minimum of 3.5 GPA, was inducted to the Phi Theta Kappa Honor Society 2013, Human Services Honor Society 2014

Experience

Insulet Production | Concentrix | Senior Product Support Specialist

January 2020 – January 2025

Maintained a 9 out of 10 customer service rating for over 2 years, delivered exceptional instructions and guidance to troubleshoot and reset personal medical devices, minimally replaced malfunctioning devices, updated customers on shipping information, provided service demonstrations and walk-throughs.

Florence, SC | 5 Star Nissan | Car Salesperson

January 2015 – December 2019

Initiated car sales with both new/used cars, lead the most sold cars 16 months, and fell in second and third place during the majority of the months, dealt with front to back end paperwork, promoted online sales

Law Offices of Adrian L Johnson | Legal Assistant

January 2012 – November 2014

Organized documents for lawyer by maintaining and filing legal documents, providing documents to clients, attending court cases with lawyer and clients, provide investigating facts, main communication line between client and lawyer



Skills

- Exquisite technical skills, exceptional communication skills, superior problem-solving skills, experience with all Microsoft products, knowledge of multiple CSR tools, superior documentation skills, knowledge of MyCase and other legal applications