

Sthephanie Francois

857-258-3763 | sthephaniefrancois15@gmail.com | Norwood, MA 02062

www.linkedin.com/in/sthephanie-francois

PROFILE

I recently completed Bioversity's Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After four years of professional experience in administration, I am eager to leverage my transferable skills and technical training to transition into an early-career lab operations role.

Technical Training

- Laboratory safety
- Hazardous chemical identification and classification
- Familiarity with inventory management, pipetting, gas cylinder safety

Professional and Transferable Skills

- Problem Solving & Critical Thinking: Taking problems that seem difficult and using critical thought to identify outside the box solutions to address customers' complaints and questions.
- Adaptability: Able to quickly learn and adapt to new environments. Within two training days, I became proficient enough as an E-comm Store Shopper to work independently.
- Communication: Effectively engage with customers to understand their needs, enhance their experience, and ensure satisfaction.

EDUCATION

Bioversity – Biotech Career Foundations
Certificate of Completion

May 2025

Unity School of Business
Diploma: Secretarial Studies

November 2018 - October 2021

EXPERIENCE

Secretary

Faculty of Agronomy and Veterinary Medicine, Haiti

October 2023- July 2024

- Organized and maintained executive calendar to ensure efficient day to day functioning of the company.
- Prepared reports, presentations, and meeting agendas to facilitate the smooth execution of activities.
- Completed tasks, including letter writing, answering phone calls and planning meetings, in a timely and effective manner to meet deadlines and enhance workflow efficiency.

Secretary

AQUA-ELECTROTECH, Haiti

February 2022- October 2023

- Provided excellent customer service to guests, enhancing their purchase experience through attentive service and a friendly demeanor.
- Processed payments and invoices to ensure accurate billing and timely payments of customers.
- Coordinated with stock staff to ensure effective material delivery, helping to improve our customer satisfaction scores by 15 percent in 2023.

LANGUAGES

- English, French and Haitian Creole