



# ZOE PROWSE

CUSTOMER SERVICE SPECIALIST WITH TECHNICAL KNOWLEDGE

## CONTACT

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Montréal, QC H3C 0R1

## LANGUAGES

English

French

Spanish

Japanese

## EDUCATION

### Responsive Web Design Certification

freeCodeCamp  
2019

### Bachelor of Arts

### Psychology & Behavioural Science

McGill University | Montréal, QC  
2007-2011

## PROFILE

Proactive, resourceful continuous learner and wearer-of-many-hats, with an educational background in Psychology and Behavioural Science, and diverse experience including technical support, quality assurance testing, product, luxury hospitality, international customer service, and neuroscience research.

## WORK EXPERIENCE

### PRODUCT SPECIALIST – TECHNICAL SUPPORT

7/2019 – present

Coveo, Montréal, QC

- First point of contact and case owner for technical issues and questions from customers, programmers, and partners regarding issues related to the open-source JavaScript search framework, Search API, Admin Console, Machine Learning models, or custom implementations (both Cloud and On-Premise).
- Contributed to KCS and improved documentation by publishing support articles and submitting requests to update official documentation (for example, adding version numbers to GitHub documentation, or clarifying difficult concepts).

### QUALITY ASSURANCE ANALYST / TRIP DESIGN

4/2018 – 7/2019

Airbnb, Montréal, QC

- Collaborated with Engineering Managers, Project Managers, Quality Assurance, and Operations teams to successfully plan and complete Airbnb's largest migration project to date.
- Documented and tracked bugs, new feature requests, and usability issues using JIRA. Triaged and provided weekly updates to stakeholders.
- Performed weekly regression and ad hoc QA testing of the website and software using qTest, promptly re-tested all resolved bugs, analyzed requirements and wrote test scripts for upcoming stories in the pipeline.
- Liaised between Engineers, Designers, and Agents, to improve the tools used by our end users and ensure alignment across teams.

### POLICY COORDINATOR

5/2016 – 4/2018

Export Development Canada, Ottawa, ON

- Selected as a Super-User for the new insurance system, quickly learned the new system and provided training and assistance to my team and others.
- Created the team resource SharePoint site, which included an organized presentation of SOP's, troubleshooting tips, and FAQ's.
- Supported Canadian companies developing their business by helping policyholders understand and manage their insurance policy, and guiding clients through the online policy management platform.

## TECHNICAL SKILLS

**Web:** HTML, CSS, JavaScript, Bootstrap, jQuery (learning Node.js), API's, GitHub

**CRM:** Salesforce

**Bug tracking:** Jira

**QA Testing:** qTest

**Call Centre:** Genesys Workspace, Bria

**Adobe:** Acrobat Pro, Photoshop

**Insurance:** Tinubu CIS, Globex

**MS Office Suite, G Suite**

## CUSTOMER SERVICE REPRESENTATIVE

10/2013 – 2/2014

United Resource Management, Sydney, Australia

- Liaised with internal teams to solve problems and resolve complex issues.
- Prioritized and responded promptly and professionally to a high volume of incoming phone calls and emails in a fast-paced office environment.
- Created a scheduled reporting system, where Agents entered reports at regular intervals rather than creating a backlog for end of day data entry.
- Assisted with Inside Sales and Onboarding.

## RESEARCH ASSISTANT

6/2011 – 7/2013

Montréal Neurological Institute, Montréal, QC

- Collected and analyzed EEG data using Matlab.
- Studied the effect of various anesthetics on different areas of the brain.
- Studied related literature in the field and assisted with literature reviews.

## VOLUNTEER EXPERIENCE

### ECO HOSTEL VOLUNTEER

2014

Gili Meno Eco Hostel, Gili Meno, Indonesia

Worked at the front desk of a sustainable beachfront eco hostel, which was built by local laborers using only natural materials sourced from the island. Fun fact: the hostel has salt water showers to conserve fresh water on the island!

### FUNDRAISING CAMPAIGN ORGANIZER

2010

McGill Arts Undergraduate Society, Montréal, QC

Organized a fundraising campaign that raised \$19,548.29 for Oxfam Quebec, providing aid following the January 12, 2010 earthquake in Haiti.

### TRIP PLANNER & VOLUNTEER

2007

Rural Organization for Social Elevation, Kanda, India

Borderless World Volunteers – McGill Chapter, Montréal, QC

Planned a volunteering trip for 6 students to northern India

Built wells and latrines, painted and provided supplies to local school, and taught English classes.