

ZOE PROWSE



CONTACT

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Address

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LANGUAGES

English

French

Spanish

Japanese

EDUCATION

Responsive Web Design Certification

freeCodeCamp
2019

HTML, CSS, and Javascript Fundamentals

SoloLearn
2015

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 / TRIP DESIGNER

4/2018 – 7/2019

Airbnb, Montréal, QC

- Collaborated with Project Management, Development, and Operations teams to successfully plan and complete Airbnb's largest migration project and the launch of a new product website and mobile app.
- 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 websites and software, promptly re-tested all resolved bugs, analyzed requirements and wrote test scripts for upcoming stories in the pipeline.
- As a Trip Designer, communicated with guests through chat and designed end-to-end, personalized trips including villa rentals, tailored experiences, and services. Each trip was designed to surprise and delight guests, based on knowledge gleaned from conversations.

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.