ZOE PROWSE
PRODUCT SPECIALIST

CONTACT

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LANGUAGES

English: native speaker
French: intermediate

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

Resourceful, customer-centric product specialist with over three years' experience educating clients and internal teams about technical products. Proven ability to meet sales targets and KPI's, with strong customer service and communication skills.

WORK EXPERIENCE

PRODUCT SPECIALIST – PLATFORM   8/2019 – present
Coveo, Montréal, QC

Resolved technical issues and answered product questions from clients, partners, internal Customer Success, Professional Services, and Sales teams regarding the JavaScript framework, Search API, Administration Console, AI & Machine Learning models, Usage Analytics, and over 100 product connectors, for cloud and on-premise enterprise solutions.
- Contributed to KCS by writing and publishing technical support articles and updating official product documentation
- Consistently met KPI targets while maintaining a very high transactional survey score and contributing to an industry-leading team NPS score

AGENT TOOLS QA SPECIALIST / TRIP DESIGNER   4/2018 – 7/2019
Airbnb, Montréal, QC

Trip Designer: qualified leads, leveraged product knowledge to cross-sell and up-sell services and experiences to meet sales targets, creating bespoke end-to end luxury trips. Worked closely with property management companies and luxury service partners to increase awareness and strengthen partnership with the Luxe brand.
Agent Tools QA Specialist: acted as product knowledge expert for the in-house-built Agent Tools. QA tested (wrote test scripts for upcoming requirements and performed weekly regression tests) and provided technical product support to enable Sales Agents. Liaised between Sales Agents, Product Development, QA, and Project Management teams.
- Designed and led a successful UAT on a tight timeline
- Documented and tracked bugs, new feature requests, and usability issues in JIRA, promptly re-tested resolved bugs and provided weekly updates to stakeholders.

POLICY COORDINATOR   5/2016 – 4/2018
Export Development Canada, Ottawa, ON

Enabled Canadian SME exporters expanding their business by educating policyholders on how to manage their insurance policies using an online policy management platform and assisting with technical and administrative issues.
- Product Super-User for the new insurance system, quickly learned the new system, provided training to my team and acted as product expert.
- Created the team's SharePoint resource site, including an organized index of SOP's, troubleshooting guides, and FAQ documents.

TECHNICAL SKILLS

Web: HTML, CSS, JavaScript, Bootstrap, jQuery (learning Node.js), API's, GitHub, Chrome DevTools
Google G Suite
Microsoft MS Office Suite
Atlassian: Jira, Confluence
CRM: Salesforce
QA Testing: qTest
Insurance: Tinubu CIS, Globex
Omnichannel: Genesys Workspace

ASSISTANT RESTAURANT MANAGER / SERVER   11/2014 – 3/2015
Ki Niseko Hotel (木二セコ), Niseko, Japan

Provided white glove customer service, ensuring all guests had the luxury experience promised by the hotel and restaurant. Liaised with the hotel concierge to coordinate high-profile/VIP guests and special requests. Assisted the Restaurant Manager with employee scheduling, marketing material, and sales reports.

- Consistently met or exceeded team and individual sales targets, using up-selling techniques and customer retention strategies.

SERVER / HOSTESS   4 – 8/2014
Saké Restaurant + Bar, Brisbane, Australia

Quickly established rapport with customers (often high-profile and VIP guests) and proposed personalized recommendations of food and wine/sake pairings. Managed the reservation system, addressing multiple requests simultaneously and thinking quickly under pressure to solve problems.

- The Chef's Hat-awarded restaurant was typically fully booked Friday and Saturday nights.

VOLUNTEER EXPERIENCE

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.

TRAVEL COORDINATOR & 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.