

Jasmine Bourgeois

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Customer Insights & Product Operations professional with **7+ years of experience** translating customer feedback, qualitative research, and behavioral signals into product priorities and operational improvements across SaaS and AI products.

Highlights:

- Drove **46% and 38% reductions in support volume** across two product areas through Voice of Customer–informed product and experience improvements.
- Led Support readiness for a company-wide rebrand, **building a 50+ scenario playbook**.
- **Increased chatbot resolution 15% and CSAT 6%** by identifying customer pain points and redesigning self-service and escalation pathways.
- Led 11 mixed-method accessibility studies and translated findings into product priorities and WCAG milestones for **a multi-million-dollar Enterprise procurement**.

WORK EXPERIENCE

Superhuman (formerly Grammarly) • 10/2025 - Present

Product Expert

- Designed and validated a multi-tier feedback taxonomy through **stakeholder interviews, qualitative analysis, and review of thousands of customer interactions**, creating a shared structure for **longitudinal analysis, trend identification, and product prioritization**.
- Built and operationalized a recurring Voice of Customer insights program, synthesizing thousands of customer feedback items into prioritized insights and recommendations for Product, Design, and Engineering; VoC-informed improvements contributed to a **46% and 38% respective decrease in support volume** across two product areas.
- Led cross-functional launch readiness for Coda's rebrand to Superhuman Docs, coordinating across Product, Design, Engineering, Data Science, and UXR; built a playbook covering **50+ scenarios and 100+ FAQs**, developed macros and reporting tags, and established post-launch reporting to surface adoption trends and product recommendations.
- Synthesized longstanding customer-requested papercuts into a prioritized backlog that informed a Shipathon, **resulting in 12+ shipped low-lift features and usability fixes**.

Grammarly (acquired Coda) • 04/2025 - 10/2025

Senior Technical Support Engineer

- Partnered directly with Enterprise customers to identify recurring pain points, translating customer insights into **prioritized recommendations** that informed bug triage and feature roadmap decisions.
- Led evaluation and onboarding of an external accessibility audit partner, owning vendor assessment, audit readiness, research materials, and findings synthesis; **drove triage and remediation of 9 critical accessibility bugs** and established tracking for remaining findings.
- Co-developed a cross-functional accessibility research practice and led **11 mixed-methods studies over one year**, including moderated and unmoderated usability testing and in-depth interviews; synthesized findings into product priorities and WCAG milestones **supporting a multi-million-dollar Enterprise procurement**.
- Built and maintained a centralized Voice of Customer repository spanning Product, Support, Customer Success, and leadership, turning recurring reports into a **shared, cross-functional source of customer insights and product recommendations**.
- Resolved **130+ complex Enterprise support cases monthly**, maintaining **90% CSAT** despite above-average case complexity/priority.

Coda • 03/2022 - 04/2025

Customer Experience Specialist

- Analyzed customer feedback and support gaps to identify usability and self-service opportunities in Coda's AI chatbot; informed a redesign of self-service and escalation pathways that increased chatbot resolution **15% and CSAT 6% over four months**.

- Synthesized insights from hundreds of weekly customer conversations, surveys, and social listening into recurring reports for Product and Engineering, identifying emerging user needs, recurring themes, and product opportunities and translating findings into actionable recommendations.

Fastmail • 12/2018 - 03/2022

Customer Experience Team Lead

- Coached and developed **6** support specialists, using performance trends and customer feedback to identify team and process improvements that **reduced response time by 20% and improved first-contact resolution**.
- Conducted 3 moderated usability tests ahead of a labels feature launch, recruiting and scheduling participants and translating findings into design changes that improved feature discoverability pre-launch.

Customer Advocate

- Synthesized **~800 customer signals monthly** into recurring themes, feature requests, bug reports, and product recommendations that informed product prioritization.
- Migrated the company-wide internal knowledge base from scattered GitHub documentation into Notion, consolidating scattered knowledge into a centralized, discoverable, and user-friendly resource.

EDUCATION

B.A. Human Ecology

College Of The Atlantic • Bar Harbor, ME

SKILLS

Tools: ChatGPT, Claude, Coda/Superhuman Docs, Cursor, Databricks, Enterpret, Fable, Figma, Intercom, Notion, SQL, Typeform, UserTesting, Zendesk Explore

Support & Customer Operations: Cross-functional product collaboration, Customer feedback analysis, Enterprise Customer Engagement, Launch analysis, Product feedback systems, Support Operations, Voice of Customer (VOC)

Program & Operations: Cross-Functional Coordination, Program Development, Stakeholder Management, Taxonomy Design, Workflow Design