

Jasmine Bourgeois

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Customer insights specialist with **7+ years of experience** spanning support, programming & strategy, Voice of Customer, and product enablement. I help support teams run efficiently and adapt quickly, using AI to meet customers and agents where they're at. Having worked across small, early-stage teams and Series D startups through acquisition, I'm comfortable operating across different stages of growth, levels of structure, and organizational complexity. I bring a practical, customer-grounded perspective to understanding problems, identifying opportunities, and driving cross-functional action.

WORK EXPERIENCE

Superhuman (formerly Grammarly, acquired Coda) • 10/2025 - Present

Product Expert

- Built and operationalized a recurring Voice of Customer program for the Docs product line, synthesizing thousands of customer feedback items into prioritized insights and recommendations for Product, Design, and Engineering; VoC-informed improvements contributed to support-volume reductions of 46% and 38% across two product areas.
- Designed and validated a multi-tier customer feedback taxonomy through stakeholder interviews, qualitative analysis, and review of thousands of customer interactions, establishing a shared framework for tracking trends, identifying pain points, and informing product priorities.
- Led cross-functional launch readiness for Coda's rebrand to Superhuman Docs, coordinating across Product, Design, Engineering, Data Science, and UXR; developed frontline enablement resources and post-launch reporting to surface adoption trends and product recommendations.
- Synthesized longstanding customer pain points and usability gaps into a prioritized backlog that informed a cross-functional Shipathon, resulting in 12+ shipped features and usability fixes.

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

Senior Technical Support Engineer

- Established an early Voice of Customer practice through monthly syntheses of customer feedback, surfacing recurring pain points and emerging themes to inform product discussions and prioritization.
- Partnered directly with customers to understand business needs, provide tailored recommendations, and represent customer priorities in product roadmap discussions.
- Owned complex, high-priority Enterprise support cases, coordinating investigation and resolution across stakeholders while identifying underlying product issues and customer impact.

Coda • 03/2022 - 04/2025

Customer Experience Specialist

- 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.
- Led the evaluation and onboarding of an external accessibility audit partner, coordinating audit readiness, research materials, and findings synthesis; drove triage and remediation of nine critical accessibility bugs and established tracking for remaining findings.
- Identified usability and self-service gaps in Coda's AI chatbot and partnered on redesigning self-service and escalation pathways, increasing chatbot resolution by 15% and CSAT by 6% over four months.

Fastmail • 12/2018 - 03/2022

Customer Experience Team Lead

- Conducted three moderated usability tests ahead of a labels feature launch, coordinating participant recruitment and translating findings into design changes that improved feature discoverability before release.
- Led and coached six support specialists, using performance trends and customer feedback to improve team workflows and training, reducing response time by 20% and improving first-contact resolution.

- Owned and maintained the customer-facing Help Center, managing dozens of articles, evaluating content structure and documentation against evolving product functionality and recurring customer needs to improve clarity, accessibility, and usability.

Customer Advocate

- Analyzed approximately 800 customer signals monthly, synthesizing recurring themes, feature requests, and bug reports into product recommendations that informed prioritization.
- Led a migration of the internal knowledge base from scattered GitHub documentation to Notion, consolidating support knowledge into a centralized, searchable 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

Research & Insights Methods: Generative & evaluative user interviews, Moderated & unmoderated usability testing, Social listening

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