

Jasmine Bourgeois

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6+ years of experience connecting user needs, product teams, and operational systems. Experienced building and scaling Voice of Customer programs, improving team operations, coordinating cross-functional initiatives, and translating customer signals into product and process improvements. Strong track record of creating repeatable workflows, aligning stakeholders, synthesizing complex feedback, and turning ambiguous problems into actionable programs and decisions across SaaS and AI products.

WORK EXPERIENCE

Superhuman • 10/2025 - Present

Grammarly rebranded to Superhuman in October 2025. Superhuman is an AI productivity suite that helps individuals and teams work more efficiently by automating tasks, improving communication, and allowing users to focus on their most important work.

Product Expert

Bridged GTM and Product by turning customer signals into product decisions, building repeatable feedback systems, and equipping customer-facing teams with clear context for product launches.

- Owned and scaled a Voice of Customer program, synthesizing **500+ monthly feedback** signals across support, community, and social channels into prioritized themes that informed roadmap discussions and surfaced emerging customer needs.
- Designed and implemented a three-tier feedback taxonomy and centralized repository, analyzing **thousands of customer interactions** to establish a consistent system for longitudinal reporting, dashboarding, and product prioritization.
- **Built and operationalized a recurring monthly insights program** that transformed thousands of customer feedback items into actionable recommendations for Product, Design, and Engineering; VoC-informed improvements contributed to a **46% decrease in related support tickets and a 38% decrease in support volume** across two product areas.
- Led Support readiness for Coda's rebrand to Superhuman Docs, serving as the Support SME and cross-functional liaison across Product, Design, Engineering, Data Science, and UXR; **built a launch playbook covering 50+ scenarios and 100+ FAQs**, developed macros and reporting tags, and coordinated **daily-to-monthly post-launch feedback reporting that surfaced insights and recommendations while enabling a low-friction launch**.

Grammarly

Grammarly acquired Coda in April, 2025. Grammarly is an AI assistant for communication and productivity trusted by over 40 million people and 50,000 organizations.

Senior Technical Support Engineer

Served as a product and accessibility SME, bridging Enterprise customers and cross-functional teams to translate customer needs into product improvements, accessibility initiatives, and actionable roadmap priorities.

- Conducted **in-depth discovery with Enterprise customers** to identify recurring product pain points, synthesizing qualitative feedback into insights and recommendations that informed feature improvements and bug prioritization while maintaining **93%+ CSAT**.
- Led evaluation and engagement of an external accessibility audit partner, coordinating vendor assessment, onboarding, audit readiness, and findings synthesis; **9 critical accessibility bugs were triaged and fixed immediately**, with remaining findings incorporated into remediation tracking.
- **Co-developed a cross-functional accessibility practice** and led **11 mixed-methods studies** over one year, coordinating research, vendor work, roadmap development, and stakeholder communication to translate accessibility gaps into product priorities and support WCAG milestones for a **multi-million-dollar enterprise procurement**.

Fastmail • 01/2021 - 03/2022

Fastmail is an email hosting service with a focus on user privacy and control.

Customer Experience Team Lead

Led a team of **6 support specialists**, providing coaching, performance feedback, and skill development to ensure exceptional customer service and team growth.

- Led coaching and skill development for **6 support specialists**, using performance trends and customer feedback to identify opportunities for process and team improvement.
- Analyzed support data and recurring customer pain points to identify operational and product opportunities, partnering cross-functionally to implement process improvements that **reduced response time by 20% and improved first-contact resolution**.

EDUCATION

B.A. Human Ecology

College Of The Atlantic • Bar Harbor, ME

CERTIFICATIONS

UX Design • 01/2025

Memorisely

Designing an Accessible User Experience • 06/2024

Deque

Google UX Design

Google

Content Research and Testing

UX Content Collective

SKILLS

Tools: Coda, Databricks, Databricks, Enterpret, Fable, Figma, Notion, SQL, Zendesk Explore

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

Product & Customer: Enterprise Customer Engagement, Support Operations, Voice of Customer (VOC)

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