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Objective

Seeking to design and build delightful experiences that will truly help users achieve their goals.

Experience

Vice President, Product & Community at Spacefy Jan 2019 – Apr 2020

Spacefy is a two-sided marketplace for short-term, non-residential rentals.

- Hired with mandate to redesign the user experience.
- Built and launched a brand new technical platform, significantly improving key session metrics:
 - 75% average reduction in page load times.
 - 45% average completion rate increase in key flows.
- Hired and managed the Spacefy's first support team.
- Contributed to business development efforts within key target creative communities.
- Exited 2019 with double the inventory and a 80% increase in bookings.

Advisor and Consultant (Contract) at Spacefy Nov 2018 – Jan 2019

- Analysed performance gaps and planned for upcoming new platform.
- Optimized support processes.

Manager, Product Based Shopping Experience, Structured Data at eBay | Jan 2018 – Jun 2018

- Developed, implemented, and executed on Go To Market strategy for Product-Based Commerce, eBay's planned pivot to a catalogue-focused marketplace.
- Coordinated efforts globally, overseeing efforts from internal teams across all regions.
- Successfully launched first wave of the project, on time and without issues.

Manager, C2C Selling Experience at eBay | Jan 2017 – Dec 2017

- Developed business strategy for North American Consumer sellers.
- Analyzed market trends and competitive landscape, defined business requirements and spearheaded the ideation and program development for a new "Starter" store subscription tier, collaborating cross-functionally with Product, User Research, Analytics, Marketing, Content, and Support.

Country Product Manager, Canada at eBay | Sep 2012 – Dec 2016

- Launched many features and programs to the Canadian market, such as the eBay Money Back Guarantee, Consumer and Advanced selling tools, Next Generation eBay Stores, Mobile Web platform, also the iPhone, iPad, and Android apps.
- Drove Canadian mobile apps downloads to more than 6M between 2012 and 2016.

Customer Support Content Manager, Canada at eBay | Sep 2009 – Sep 2012

- Managed Customer Support content available for the Canadian market, including email and chat scripts, Knowledge Base articles, and self-serve Online Customer Support.
- Executed migration of the entire bank of email scripts for the English-Canadian and French-Canadian markets to a new contact management platform.
- Curated and maintained over 3000 assets to ensure proper support for the Canadian customer base following the closure of the only Canada-based contact center.

Additional Experience 2006 – 2009

Prior to Sept 2009, I evolved in various Customer Support and Account Management roles at companies such as Webnames.ca, ClubZone.com and eBay Canada.

Education

École secondaire Jacques-Rousseau, Longueuil, QC, 1994

References available upon request.