

# Zoe Anthopoulou

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## EXPERIENCE

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### SCHOOX

Greece

#### Product Manager

05/2022 – now

- Launched over 30 new product features and updates, on my first year as a Product Manager
- Owned core parts of both the Learning and Development sections of SchooX's platform
- Built a product roadmap for SchooX's talent development platform
- Evaluated customer feedback to refine existing products and create new features
- Introduced processes, leveraging Aha, Jira and Confluence, to facilitate cross-teams collaboration
- Established an onboarding process for new PMs and onboarded 5 new team members

### SCHOOX

Thessaloniki

#### Support Engineer Tier 2

03/2020 - 05/2022

- Collaborated with Product Marketing to launch the monthly product release email
- Managed the platform's Zendesk knowledge base, documenting all product updates
- Troubleshooted customer cases, through manual testing, basic SQL, and collaboration with the tech team

### HOMELIFE REAL ESTATE OFFICE

Thessaloniki

#### Assistant

05/2018 - 12/2019

- Handled customer requests, in person and over telephone
- Assisted with the hiring and onboarding process of new employees

## EDUCATION

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### ARISTOTLE UNIVERSITY

Thessaloniki

MEng, Electrical and Computer Engineering

07/2019

## VOLUNTEERING

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### OPEN HOUSE

Thessaloniki

#### Guide

2014-2016

- Demonstrated strong verbal communication and presentation skills by conveying complex information to a diverse audience,

#### Group Lead

2017-2018

- Led 30-person teams during Open House events, demonstrating effective leadership and team coordination skills.

## SKILLS & INTERESTS

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**Technical:** Figma, Jira, Confluence, Aha, Notion

**Language:** English/Professional, French/Intermediate

**Interests:** Digital Illustrations, Painting, Pottery