

CHLOE POLK

PRODUCT DESIGN | ECOMMERCE | GROWTH MARKETING

Tacoma, WA | 253.313.8916 | chloe@hichloe.me

PROFESSIONAL SUMMARY

Hybrid product designer and ecommerce marketer with experience translating customer and business needs into enterprise AI product concepts, rapid prototypes, digital storefront operations, and multichannel campaigns. Combines UI/UX design, Figma and Cursor prototyping, client collaboration, Shopify operations, live commerce, and brand content to move ideas from discovery through execution.

CORE SKILLS

Product Design & UI/UX: Figma, rapid prototyping, interface design, product development, client feedback, cross-functional collaboration | AI & Technical: agentic AI products, prompt engineering, agent behavior tuning, Cursor, AI-assisted prototyping | Ecommerce & Marketing: Shopify, ecommerce operations, social media content, livestream sales, inventory management, order fulfillment, brand consistency | Creative: Adobe Photoshop, Illustrator, Canva, promotional graphics, print production

PROFESSIONAL EXPERIENCE

PROSERA, INC. | April 2025–Present

Sales & Marketing | UI/UX and Product Development | Enterprise agentic AI startup

- Design and prototype Figma interfaces for custom enterprise agentic AI platforms, including products supporting complex supply-chain workflows.
- Translate client feedback and business requirements into UI concepts and rapid prototypes that help accelerate client onboarding and product iteration.
- Use Cursor and AI-assisted development tools to prototype product features in close collaboration with engineering.
- Develop and refine prompts and agent behaviors to improve output relevance and accuracy across product experiences.
- Partner directly with clients and cross-functional teams to gather feedback, communicate product value, and support sales efforts.

MAINTENANCE MAN UNLIMITED | September 2024–April 2025

Office Administrator | Construction and property management

- Launched a property-management service line that added a new recurring-revenue stream.
- Managed high-volume invoicing, accounting, and transaction workflows in QuickBooks Online.
- Coordinated contracts, liens, HR, payroll, and client communications while maintaining full operational compliance.

GOING TWICE, INC. | January 2021–September 2024

Ecommerce Operations & Livestream Sales Lead → Team Lead | Live commerce and collectibles

- Managed Shopify ecommerce operations spanning product creation, pricing, inventory updates, order processing, and pack-and-ship fulfillment.
- Led daily sales across Whatnot, TikTok Live, eBay Live, and Fanatics Live while managing an inventory of 1,800+ products.
- Created promotional and product graphics in Adobe Photoshop and Illustrator for ecommerce listings, livestreams, and social campaigns.
- Grew Instagram, TikTok, and Whatnot channels to drive storefront traffic and helped establish one of Whatnot's early breakout channels.
- Promoted to Team Lead in 2023; supported brand consistency and scalable operations as the company grew from 8 to 50+ employees.

LINCOLN PROPERTY COMPANY | June 2019–January 2021

Service Coordinator | Accounting | Joint Base Lewis-McChord military housing

- Coordinated high-volume resident, staff, and vendor communications to support timely service resolution and resident retention.
- Managed accounts payable, compliance audits, budgets, and documentation for 70+ vendors and \$46M+ in operations.

PROFESSIONAL DEVELOPMENT

Prompt Engineering Training | Applied prompt writing, agent behavior refinement, and AI output evaluation