



Pat Barlow

AI customer support implementation, product & CX

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I like figuring out complicated problems and making them simpler.

My background spans customer support, product operations, and more recently, implementing AI customer support as an FDE. Along the way I've built and led support teams, worked closely with product and engineering, and spoken about the changing role of AI in customer experience.

My best work happens somewhere between customers, product and technology. I focus on understanding what someone is actually trying to achieve, getting into the details, and figuring out how to make it work in the real world.

Experience

Lorikeet 2025 - 2026

Forward Deployed Engineer

Oct 2025 - Aug 2026

Led end-to-end AI implementation projects, worked directly with customers to understand their needs and deployed Lorikeet's customer support AI across complex industries including fintech, healthtech, and marketplaces.

- Built and configured custom AI workflows and integrations, solved complex technical challenges to ensure customers got maximum value from the platform.
- Acted as the voice of the customer internally, partnered with the product team to represent customer needs, provided feedback, and shaped both short-term and long-term product strategy.
- Recommended innovative AI solutions beyond standard customer support, helped customers unlock new use cases and business outcomes with Lorikeet's technology.

Dovetail 2022 - 2025

Product Ops Manager

Mar 2025 - Sep 2025

Drove product operations and cross-team communication to streamline feature delivery and support market growth.

- Led and facilitated weekly status meetings with project leads, utilising Linear to ensure organisation-wide project updates and improve cross-functional alignment.
- Developed a design partner program, leveraging user feedback and in-product outreach to enable product teams to test new features with targeted customer segments, accelerating validation cycles.
- Partnered with GTM teams to support trials and demo environments, building Retool applications and queries that enabled Sales and Customer Success teams to self-serve and track trial activity, enhancing data accessibility.
- Coordinated the EPD fortnightly Town Hall, managing agendas and speakers to drive alignment and ownership ahead of seasonal launches, ensuring smooth product rollouts.

Business Operations Lead

Jul 2024 - Mar 2025

Led business operations with a focus on data-driven decision-making to boost product adoption, reduce churn, and improve financial outcomes.

- Built SQL dashboards to monitor key product metrics, including NPS and CSAT, enabling strategic insights.
- Developed self-serve churn reporting and partnered with Growth to run churn prevention experiments, supporting customer retention.
- Collaborated with IT to review and optimize internal tool usage, identifying cost efficiencies across the organization.

Support Lead

Nov 2023 - Nov 2024

Managed and optimised product support team across Sydney and San Francisco, enhancing service delivery and team efficiency.

- Led and managed the Support team across both offices, delivering world-class customer experiences and maintaining high service standards.
- Implemented an AI-first support model, accelerating response times, customer satisfaction, and improving handoffs with comprehensive context.

Dovetail (continued) 2022 – 2025

Support Operations

Jun 2023 – Nov 2023

Designed and implemented operational improvements to streamline support workflows, enhance efficiency, and facilitate product launches.

- Automated support workflows in Intercom to optimize ticket routing and escalation.
- Developed custom tools and dashboards in Retool, enhancing GTM team efficiency and reporting.
- Managed the migration from Front to Intercom, overseeing rollout, training, and adoption.
- Standardized and documented scalable support processes in Notion.
- Partnered with Product and Engineering teams to run betas, gather customer insights, and support feature launches.

Customer Support Specialist

Sep 2022 – Jun 2023

Delivered responsive customer support across multiple channels, consistently resolving inquiries and maintaining exceptional satisfaction levels.

- Utilised Front to manage and resolve a broad range of customer issues efficiently, upholding high service standards and contributing to positive customer experiences.

Klarna 2021 – 2022

Business Operations Associate

Oct 2021 – Sep 2022

Oversaw consumer payment operations and managed complaint resolution across multiple international regions before transitioning to the Partner Operations team, managing partner onboarding and ongoing merchant support, ensuring seamless integration and dispute resolution for the ANZ region.

- Managed a high volume of IDR and EDR complaints for Australia and New Zealand, ensuring regulatory compliance and efficient resolution.
- Oversaw payments operations across Asia Pacific and Europe, including manual refunds and receipts, while supporting seamless onboarding and integration of new merchants.
- Provided ongoing support to existing merchants, efficiently handling disputes, escalations, and general enquiries to maintain strong partner relationships.

Senior Service Delivery Specialist

Jul 2021 – Oct 2021

Served as a key escalation point for complex customer queries, ensuring high-quality service delivery and dispute resolution.

- Served as the second point of contact for customers via phone, live chat, and email.
- Acted as the primary escalation point for Klarna's first-line agents, providing expert guidance and resolving challenging customer issues including disputes, and sensitive financial hardship cases, successfully de-escalating situations and achieving positive outcomes.

Hypop 2018 – 2021

Senior Customer Service Representative

May 2020 – Jul 2021

Managed key operational processes, and optimised customer service protocols for a retail and e-commerce business.

- Led resolution of complex customer escalations and served as the main product knowledge specialist, ensuring critical issues were addressed efficiently.
- Improved operational efficiency and customer satisfaction by implementing new systems for warranty, returns, and RMA processes, as well as updating policies for Hypop and its subsidiaries.
- Collaborated with cross-functional teams on product launches and managed creative direction for Hypop Studio, including website and booking system development.

Customer Service Representative

Feb 2018 – May 2020

Provided frontline customer support and contributed to operational improvements, inventory, and logistics management.

- Served as the first point of contact for customers via phone, live chat, email, and in-person, consistently delivering high-quality support.
- Developed and implemented strategies to improve daily operations, contributing to enhanced efficiency and customer satisfaction.
- Performed comprehensive content creation, warehousing, logistics, and inventory management, ensuring seamless product flow.
- Provided effective training for new staff members, accelerating onboarding and maintaining consistent service standards.