

## Contact

[www.linkedin.com/in/jacquetcharles](https://www.linkedin.com/in/jacquetcharles) (LinkedIn)

## Top Skills

Cross-functional Team Leadership  
Feature Prioritization  
Business-to-Business (B2B)

## Languages

English (Full Professional)  
German (Professional Working)  
French (Native or Bilingual)

## Certifications

Neural Networks and Deep Learning  
Improving Deep Neural Networks:  
Hyperparameter tuning,  
Regularization and Optimization  
Natural Language Processing with  
Classification and Vector Spaces  
Natural Language Processing with  
Probabilistic Models

## Honors-Awards

Winner of a marketing case

# Charles Jacquet

Senior Product Manager, AI Analytics at Gorgias  
Brooklyn, New York, United States

## Experience

### Gorgias

5 years 7 months

#### Senior Product Manager

June 2024 - Present (7 months)

New York, New York, United States

Selected product launches:

- Built and launched an AI-powered QA system to automate support quality monitoring at scale
- Led a comprehensive overhaul and expansion of the analytics platform, significantly reducing churn and expanding the user base
- Successfully managed the migration of legacy customers to a new pricing structure, driving substantial revenue growth
- Launched a new search system that improved both relevancy and performance

#### Product Manager

February 2022 - June 2024 (2 years 5 months)

San Francisco Bay Area

Led core platform development across billing, search, and helpdesk capabilities

#### Machine Learning Engineer (NLP)

June 2019 - February 2022 (2 years 9 months)

San Francisco Bay Area

Developed end-to-end ML models and infrastructure for fast, large-scale customer support automation:

- Spam detection
- Message sentiment detection
- Message template recommendation

### AgilOne

#### Data Scientist

June 2018 - May 2019 (1 year)

San Francisco Bay Area

- Prototyped and productionized product recommendation and prospect scoring ML models using spark
- Developed solutions for data integration and ETL projects using SQL on big data infrastructure

## Amazon

### Business Intelligence Intern

January 2017 - July 2017 (7 months)

Luxemburg

Member of the FP&A team for AMZL (Amazon Logistics) and ATS (Amazon Transportation Services)

- Improved reporting decks: Added and automated the reporting of financial and operational KPIs thanks to the creation of data feeds using SQL and the management of databases
- Restructured CapEx processes for AMZL and ATS:
  - Created and led the implementation of the new CapEx request process and tracking in 5 countries
  - Overhauled the CAPEX reporting: designed SQL queries and data flows to fully automate the report and designed a user-friendly report used both by finance controllers and directors

## Invus Group Ltd

### Private Equity Intern

July 2016 - December 2016 (6 months)

- Led market and competitive analyses
- Conducted due-diligence on potential investment opportunities, mostly on internet, agritech and fashion companies
- Attended investment negotiations and management conference calls

## EY

### Intern auditor

May 2015 - July 2015 (3 months)

- Checked the correctness of financial documents (balance sheet, P&L)
- Examined the client's sales trends for frauds and errors
- Interviewed managers and employees to verify the internal procedures of the client

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## Education

Ecole Centrale de Paris

Master's degree, Computer Science · (2017 - 2018)

ESCP Europe

Master in Management · (2014 - 2018)

Lycée Sainte-Geneviève

Classe préparatoire, Commerciale (voie scientifique) · (2012 - 2014)

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