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Jack Aviles

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EMPLOYMENT HISTORY

Associate Digital Services & CX Analyst

Charter Communications, Stamford, CT — *April 2024 - Present*

- Work cross functionally with the Digital Service & Customer Experience team and supporting departments including IT, Customer Operations, Billing, Marketing, and Third-party suppliers to define and improve the digital customer experience
- Contributing to the development and implementation of self-service solutions aimed at replacing agent-assisted customer journeys, enhancing efficiency and customer experience.
- Leveraging Tableau to analyze data on the effectiveness of digital experiences and measure the success of self-service enhancements in improving customer satisfaction and operational efficiency
- Defines requirements, process maps, and system changes for effective and efficient customer communication content and deployment using Scrum and Agile practices
- Create customer journey maps to define current journey and identify future states improvements
- Took over project management and documentation in Jira. Managing team intake, created 2024 & 2025 roadmap. Documented completed projects to present to leadership

QA Analyst III

Charter Communications, Stamford, CT — *Sep 2023 - Apr 2024*

- Created and performed test cases to capture the customer experience
- Identify improvements to the customer experience and present improvements to leadership and collaborate with delivery teams to implement a solution
- Utilized Jira to create monthly reports, documenting the team's testing progress to be reviewed by management
- Performed process documentation for team and new hires

Business Analyst

Boston Harbor Consulting, Boston, MA — *Oct 2021 - Mar 2023*

- Worked with project team in an Agile environment to track new build work, track and help resolve defects, and provide client feedback on system performance to assist and guide the development team
- Contributed to user story grooming and mapping to created mockups by UI team
- Worked in Jira building workflows, assigning user stories and defects to developers, and managed dashboards
- Managed the execution of a defect-only Sprint, and with the team closed 10 defects a day to hit our 160 defect resolution target in a three week Sprint
- Led multiple 1-1 meetings with a client to review pain points, gather feedback on system performance, and provide solutions for issues faced during testing, ensuring client needs were met and system bugs were promptly addressed.

EDUCATION

Bachelor of Science in Computer Science

Bentley University, Boston, MA — *2017 - 2021*

- Member of Men's Lacrosse team for four years
- Chosen to run fundraiser for cancer research in 2020 in which we raised over $9,000

Product Management

General Assembly — *2023*

- Learned the key roles and responsibilities of a product manager
- Determined key risks and assumptions of a product to prioritize research and discovery work Executed competitive research to highlight trends and gaps
- Presented a final project to simulate pitching a product and its roadmap to stakeholders

SKILLS

Jira	Road mapping
Trello	Customer Journey Mapping
Process documentation	UX/UI
Critical Thinking	HTML
Microsoft Office	Figma
	Tableau
	Python for Data Analysis