

# Jack Aviles

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## EDUCATION

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**Bentley University**  
*Bachelor of Science, Computer Science*

**September 2017 – May 2021**  
*Waltham, MA*

**General Assembly**  
*Product Management Certificate*

**May 2023**

**Scrum Alliance**  
*Certified Scrum Master*

## PROJECTS

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- Self-taught; designed, built, and deployed a professional website using React and Tailwind CSS on Vercel with a focus on performance, accessibility, and responsive design

## WORK EXPERIENCE

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### Charter Communications

**September 2023 – Present**

*Digital Service & Customer Experience Analyst - Program Management*

*Stamford, CT*

- Lead delivery of the Change of Service customer experience program, managing 100+ initiatives annually across digital channels and customer-facing applications, coordinating cross-functional teams to support technical product launches
- Partner with director to secure approval on program priorities and deliverables, coordinating execution across Product, Engineering, and Operations teams while consulting on BRDs for clarity, feasibility, and business alignment
- Create and maintain program roadmaps while developing process flows and customer journey maps to define requirements, identify gaps, and align cross-functional teams on delivery
- Drive program intake and coordinate waterfall delivery, breaking down initiatives into actionable Jira tickets for multiple delivery teams

### Boston Harbor Consulting

**October 2021 – March 2023**

*Business Analyst - Implementation Management*

*Boston, MA*

- Acted as a liaison between clients and development teams to translate business needs into technical requirements, track progress, conduct testing, and keep stakeholders informed
- Monitored implementation of user stories and tracked defect resolution over three-week sprints while maintaining transparency with clients on progress, risks, and timelines
- Owned and executed a defect-only sprint, coordinating across QA and Engineering to resolve 100+ critical bugs in three weeks, improving project stability
- Delivered ad hoc and weekly performance reports for executive leadership, tracking sprint velocity, defect trends, and delivery KPIs
- Mentored and onboarded new analysts, creating workflows and documentation to improve project delivery consistency

## SKILLS

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- **Program Management:** Portfolio Management, Roadmapping, Stakeholder Management, Cross-Functional Coordination
- **Project Scheduling Tools:** Jira, Confluence, Smartsheet, Excel
- **Analytics & Reporting:** Tableau, MicroStrategy, Microsoft Office