

# 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*

**May 2023**

## PROJECTS

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- Self-taught; designed, built, and deployed a professional website using React and Tailwind CSS to showcase UX and product work
- Deployed via Vercel with a focus on performance, accessibility, and responsive design

## WORK EXPERIENCE

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### Charter Communications

**October 2023 – Present**

*Digital Service & Customer Experience Analyst (April 2024 - Present)*

*Stamford, CT*

- Lead the redesign of customer-facing communications by introducing scannability and adding richer content, improving clarity on next steps and value propositions
- Spearheaded a project to integrate “Chat With Us” feature into digital communications, designing new chat flows and collaborating with delivery teams to reduce call volume and improve self-service adoption
- Supported launch of Tableau dashboard to translate customer behavior into data-driven insights that inform design improvements across digital journeys
- Own the 2024-2025 product roadmap and project tracking in Jira, managing 10+ initiatives with Product, Engineering, Marketing, and Ops
- Create customer journey maps to identify pain points, propose enhancements, and collaborate with design and dev teams to select viable solutions

### Boston Harbor Consulting

**October 2021 – March 2023**

*Business Analyst*

*Boston, MA*

- Acted as the liaison between clients and development teams to translate business needs into technical requirements, track progress, test, and keep stakeholders informed
- Led Salesforce CPQ implementation for a major enterprise client, improving quoting efficiency and accuracy while reducing manual sales errors
- 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 new BAs; built onboarding guides and workflow enhancements across multiple project teams

## SKILLS

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- **Product Tools:** Jira, Confluence, Tableau, MicroStrategy
- **Design & UX:** Figma, Journey Mapping, UX Flows, Design Thinking
- **Technical Skills:** React, JavaScript, Tailwind CSS, SQL, AI Prompting