

Jhaneth Vivar

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Professional Experience

Dentsu

New York, NY

Product Operations Associate

July 2024 – Present

- Pioneered agentic AI implementation for the ticketing system, developed training procedures and response protocols that automated 20% of tickets, freeing team capacity to focus on high-impact product initiatives
- Led user acceptance testing for product releases, owning end-to-end issue resolution and root cause analysis in collaboration with product and engineering teams driving a 25% reduction in post-release defects
- Designed and implemented support escalation frameworks and response protocols, standardizing resolution paths and improving operational consistency across the support function
- Collaborated cross-functionally with product and engineering teams to translate recurring support patterns into actionable product feedback, closing the loop between user issues and roadmap prioritization

ARQ Architecture

Ossining, NY

Business Analyst

May 2023 – December 2023

- Led market analysis initiatives using GIS data and SQL queries to evaluate business opportunities translating insights into strategic recommendations that drove a 10% increase in client acquisition
- Designed and delivered executive presentations featuring KPIs, ROI projections, and budget forecasts for stakeholders, synthesizing complex data into compelling narratives that secured project approvals
- Owned and evolved the project management roadmap by rolling out Asana across multiple teams driving cross-functional visibility, aligning priorities, and improving accountability for deliverables org-wide

Mavis Tire Supply

Katonah, NY

Human Resource Business Analyst - Internship

July 2022 – September 2022

- Mapped end-to-end operational processes across 5 HR workflows, identifying redundant steps and implementing improvements that reduced average task completion time by 25%.
- Created process documentation and onboarding guides for new hires, cutting ramp time from 6 weeks to 4 weeks and reducing ongoing support inquiries.
- Monitored HR program delivery against timelines and budget constraints, collaborating with Finance and Operations partners to track progress and proactively escalate risks

Mavis Tire Supply

Millwood, NY

Supply Chain Operations Analyst - Internship

May 2021 – September 2021

- Executed operational data analysis in Excel and SQL to optimize inventory processes, implementing buying improvements that reduced costs by 8% and enhanced delivery performance by 5%
- Conducted performance testing and analysis across 20+ carrier partners, identifying issues, performing root cause analysis, and recommending solutions that improved operational efficiency and reduced logistics costs
- Developed KPI tracking dashboards and delivered weekly status reports to senior management, providing visibility into operational metrics and enabling data-driven decision-making across the supply chain org

Skills & Competencies

- **Agentic AI & Automation:** LLM workflow design, AI-assisted ticket automation, GPT API integration, prompt engineering, agentic process implementation
- **Product Operations:** UAT, release management, process documentation, requirements gathering, user feedback analysis, roadmap coordination, cross-functional alignment
- **Data & Analytics:** SQL, Excel (advanced), Tableau, Python (pandas), KPI dashboard design, data modeling, operational reporting
- **Tools & Methodologies:** Jira · Asana · Confluence · Notion · Agile/Scrum · Kanban · RACI · Root Cause Analysis · Continuous Improvement

Education

COOP Careers - Data Analytics Apprentice

June 2024

Engaged in a 16-week apprenticeship program, acquiring expertise in data cleaning, transformation, analysis, and visualization using SQL, Python, and Tableau, alongside continuous professional development

Fashion Institute of Technology

New York, NY

B.F.A. Interior Design

December 2022