

Contact

www.linkedin.com/in/chris-ybarra  
(LinkedIn)  
www.aivana.com/ (Company)

Top Skills

AI Visionary & Enthusiast  
AI & Digital Transformation  
Enterprise Strategy & Business  
Transformation

Languages

English (Native or Bilingual)  
Spanish

Certifications

Artificial Intelligence: Business  
Strategies and Applications

Honors-Awards

2023 Top 30 Rising Latinos

Chris Ybarra

Founder & CEO, Aivana | AI Visionary | Building the Next Era of AI-  
Powered Innovation  
Columbus, Ohio, United States

Summary

On a mission to connect everyday individuals with AI that can improve their lives. Meet Aivana—an AI-focused venture dedicated to connecting humans with AI that works for them. Be sure to follow along at Aivana.com!

Experience

Aivana, Inc.  
Founder & CEO  
February 2025 - Present (8 months)  
Building something new in the AI space! Follow along at Aivana.com.

JPMorgan Chase & Co.  
11 years 1 month  
Executive Director, Product & Experience  
February 2020 - August 2024 (4 years 7 months)  
Ohio, United States

AI & Digital Transformation | Customer Experience Innovation | Enterprise Servicing

Led a 130-person global team to drive AI-powered digital transformation, self-service optimization, and enterprise servicing innovation.

- Key Achievements:
- ✓ AI Transformation & Self-Service Expansion – Developed AI-driven customer self-service solutions, increasing chatbot utilization by 30x and reducing help desk ticket volume by 60%.
  - ✓ Enterprise-Wide Digital Strategy – Led a 10x expansion in service coverage, designing omnichannel engagement strategies spanning mobile, chat, and virtual assistant.

- ✓ Cost & Operational Efficiencies – Reduced support costs by 25% while achieving an estimated 3x service agent productivity via multiple workflow automations.
- ✓ Mobile & Product Experience Innovation – Led enhancements that increased enterprise user adoption by 30%, modernizing mobile engagement strategies.
- ✓ Cross-Functional Leadership – Championed AI-powered enterprise servicing, collaborating with Product, Data, AI, Engineering, and CX teams to scale digital transformation efforts.
- ✓ Stakeholder Influence & Executive Communication – Presented high-impact AI and CX innovation strategies to senior executives, securing funding and adoption for AI-driven solutions.
- ✓ Customer & Employee Experience Innovation – Designed and implemented 50+ new customer listening posts, improving service quality, engagement, and decision-making insights.

**Vice President - Process Improvement & Customer Strategy Manager**  
 April 2018 - February 2020 (1 year 11 months)

Ohio, United States

Enterprise Servicing & Operational Transformation | AI-Driven Customer Support

Key Achievements:

- ✓ Drove strategy and execution of a major servicing transformation resulting in consolidation of more than a dozen distinct teams into a unified, high-performance, AI-integrated customer support model.

**Vice President - Category Sourcing Lead**  
 January 2015 - April 2018 (3 years 4 months)

Ohio, United States

Strategic Procurement & Risk Management | Digital Vendor Governance

Managed over half a billion dollars in strategic sourcing activities across Home Lending, Payments & Fulfillment, Market Research, and Digital Technology businesses. Responsible for developing category strategy, supplier rationalization, development planning, benchmarking and reporting, and go-to-market, negotiation, and award strategies

Key Achievements:

- ✓ Cost Savings & Efficiency Gains – Spearheaded \$100MM in procurement savings while also contributing to multiple vendor management process improvement initiatives.

✓ Regulatory & Risk Compliance Leadership – Led GDPR compliance in partnership with Legal and Privacy teams, spanning 700+ supplier partners and ensuring adherence across billions of data elements.

Assistant Vice President - Sourcing Manager  
August 2013 - December 2014 (1 year 5 months)  
Columbus, Ohio

The Goodyear Tire & Rubber Company  
Corporate Buyer  
December 2009 - August 2013 (3 years 9 months)  
Findlay, Ohio

SAIC  
Project Control Analyst  
December 2008 - August 2009 (9 months)

SAIC  
Associate Subcontracts Administrator  
January 2007 - May 2008 (1 year 5 months)

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## Education

University of California, Berkeley, Haas School of Business  
AI Strategy and Business Applications · (August 2024 - November 2024)

Bowling Green State University  
Executive MBA · (August 2022 - April 2024)

Bowling Green State University  
Bachelor of Science in Business Administration, Supply Chain  
Management · (2004 - 2008)