

# OCTAVIO SILVA

## Customer Service Representative

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📞 (723) 456-7890  
📍 Colorado Springs, CO  
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## EDUCATION

Bachelor of Science  
Business Management  
Colorado State University  
Global

📅 2008 - 2012  
📍 Greenwood Village, CO

## SKILLS

- Zendesk
- Intercom
- Skype
- Asana
- Confluence
- Document360
- AWeber
- SysAid

## CERTIFICATIONS

- Customer Service and Sales Certification (CSSC)

## WORK EXPERIENCE

### Customer Service Representative

#### Comcast

- 📅 May 2018 - current      📍 Colorado Springs, CO
- Streamlined customer support process by using SysAid for ticket management, boosting satisfaction ratings by 27%.
  - Upsold Comcast products and services to 20% of inbound callers, **contributing to a 7% increase in quarterly sales**.
  - Used Confluence to update and maintain customer service knowledge base, reducing training time for new hires.
  - Implemented a new process for FAQ updates with Document360, reducing basic inquiries by 63%.
  - Increased customer engagement by 14% through proactive follow-ups using the Intercom chat platform.

### Sales Associate

#### Best Buy

- 📅 November 2015 - April 2018      📍 Colorado Springs, CO
- Boosted sales of high-end electronics by 34% through deep product knowledge and personalized demonstrations.
  - **Reduced inventory shrinkage by 17%** with loss prevention techniques and inventory management.
  - Led a store initiative to promote eco-friendly products, resulting in a 44% increase in their sales.
  - Participated in community outreach events, contributing to an in-store foot traffic rise of 39%.

### Cashier

#### Safeway

- 📅 January 2010 - October 2013      📍 Centennial, CO
- Trained 5 new cashiers on POS system usage, service protocols, and company policy, boosting team performance.
  - Upsold Safeway for U memberships to 28% of customers, contributing to increased store loyalty.
  - Worked with the customer service desk to handle 20+ daily inquiries and complaints, maintaining a high standard of service.
  - **Improved customer satisfaction by 47%** by offering tagging assistance and providing information about promotions.