OCTAVIO SILVA

Customer Service Representative

✉ osilva123@email.com

📞 **(123) 456-7890**

📍 **Colorado Springs, CO**

in **LinkedIn**

EDUCATION

Bachelor of Science

Business Management

Colorado State University

Global

📅 2008 - 2012

📍 Greenwood Village, CO

SKILLS

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

CERTIFICATIONS

- Customer Service and Sales Certification (CSSC)

WORK EXPERIENCE

Director of Product Management

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 2013 – 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 bagging assistance and providing information about promotions.