
Corinna Silva

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EDUCATION

- Deanza Community College: 2015 – Present
- Central County Occupational Center – Certificate in Administrative Assistance: 2005

CORE COMPETENCIES

- | | |
|--|---|
| ✓ Excellent oral and written communication | ✓ Familiar with MS Word, Outlook, Excel, PowerPoint |
| ✓ Experience on multiple platforms: Linux, OSX, Windows | ✓ Familiar with Vi-Editor, 10-key entry |
| ✓ Background with Lacerte, QuickBooks, light C++ scripting | ✓ 90 wpm typing |

PROFESSIONAL EXPERIENCE

Experis, Sacramento CA March 2020 – Present

☛ Service Desk Support – Tier 1 & 2

- ♦ Provided support in State wide roll out of WIC program for all Agencies and Clinics
- ♦ Configuring and updating client profiles, shared accounts, and distribution groups both internally and externally
- ♦ Resolved customer complaints and concerns by updating the system with necessary changes
- ♦ Created documented procedures used for new hires as IT team grew
- ♦ Managed incoming call flow and responded to technical support requests
- ♦ Compiled and entered accurate electronic data
- ♦ Provided system administration and reported system bug fixes
- ♦ Diagnosed, identified and analyzed problems including running database queries
- ♦ Manage ticketing queue and escalate to the appropriate engineer and making sure priority tickets are continuously updated by the assigned engineer.

USWired, San Jose CA October 2017 – May 2019

☛ IT Operations Coordinator

- ♦ Ensure the team provides quality Tier-1 and Tier-2 support to customers
- ♦ Provide Tier-1 response and communications to handle alerts and alarms.
- ♦ Administer support tools, including ticketing and monitoring systems
- ♦ Document and implement internal improvements to processes to meet our service levels
- ♦ Provide regular reports and metrics to management
- ♦ Lead a small team and provide day to day guidance and mentorship
- ♦ Oversee monitoring and support of customer infrastructure systems and applications
- ♦ Manage ticketing queue and escalate to the appropriate engineer and making sure priority tickets are continuously updated by the assigned engineer.

CentralColo, Sunnyvale CA October 2015 – July 2016

☛ Data Center Operations Technician

- ◆ Provide monitoring and hands-on support of CentralColo's 24X7 mission critical environment.
- ◆ Provide Tier-1 response and communications to handle alerts and alarms.
- ◆ Performing walkthroughs and ensuring all hardware and systems are functioning properly.
- ◆ Racking and stacking servers and other network hardware within a data center
- ◆ Assisting Vendors with access to the Data Center so they can perform any required work.
- ◆ Management and tracking of assets.

Edward Grant Accounting, Cupertino CA January 2008 – February 2015

☞ Office Manager & Administrative Assistant

- ◆ Scheduling appointments and maintaining the CEO's office calendar for day-to-day activities.
- ◆ Overseeing office administration to ensure operations run smoothly.
- ◆ Responded to incoming messages and phone calls and providing resolution to those inquiries.
- ◆ Maintaining all office team inquiries and in charge of inventory and supply requests.
- ◆ Accountable for all transactions and accounting for company's expenses and revenue.
- ◆ Worked with a high volume of clients while providing superior and professional service.

COMMUNITY SERVICE

Volunteer – Billy DeFrank Center: LGBTQ Crisis Helpline Supporter – 2016

Volunteer – Alum Rock Counseling Center: Child Mentor – 2016

Volunteer – VolunteerHQ.org: Special Education Teacher in Xian, China – 2015