

Otavio Silva

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Education

Brigham Young University - Idaho

Jan. 2022 – Apr 2025

Bachelor's in Software Engineering

Rexburg, Idaho

- HTML, CSS, JavaScript, Svelte, Git
- Minor in CIT – Databases – SQL & MongoDB
- GPA 4.0.

Universidade Norte do Paraná

Jan. 2018 – Jul. 2020

Associate in Analysis and Systems Development

Londrina, Paraná, Brazil

- Web Development – HTML, CSS, JavaScript
- User Experience and Interaction with Systems
- Database - MySQL

Experience

Brigham Young University - Idaho

Jan. 2022 - Present

Technology Support - Tier 2

Rexburg, Idaho

- Achieved a daily average of 10 to 13 ticket resolutions by delivering comprehensive technical support to faculty and students campus-wide. This involved proactively troubleshooting various device-related issues, identifying and resolving root causes of technical problems, and adapting to and addressing support requests based on real-time demand.
- Drove a user-centric approach to technical support, ensuring each user's empowerment and problem-solving proficiency, including providing first-level tech support for a wide range of issues, with a focus on micro informatics, offering prompt resolutions to technical challenges.

ATOS Brazil

Nov. 2020 – Nov. 2021

Systems Developer Analyst – Front-End

Londrina, Parana, Brazil

- Developed Web Applications using JavaScript, AngularJS, and Bootstrap.
- Ensured the integrity of critical databases in SQL and MongoDB, adeptly handling query execution, data entry, and database management.
- Achieved an exponential improvement in production and delivery efficiency by leading SCRUM Ceremonies, including Sprint Planning, Sprint Review, Sprint Retrospective, and Daily. Working actively with the UX for the development and improvement of our product.
- Tripled the customer portfolio's improvement with Sales Team collaboration by Conducting Multilingual Training and Presentations for Companies across the Americas and Europe

Key Skills

- Communication – Fluent communication, verbal and written, in Portuguese (Native) and English (Fluent), and Spanish (Intermediate).
- Programming Front-End – Experience with the software life cycle, coding in JavaScript, frameworks like Angular and Svelte, and skills with HTML 5 and CSS.
- Experience with databases, relational and non-relational.
- Over 4 years of experience delivering technological solutions and providing exceptional customer service