

# Otavio Silva

Brazilian | +1 (385) 370 - 4382 | otaviovs@byui.edu | linkedin.com/in/otávio-valeriano-silva-ba1aa2156/  
Willing to Relocate – Base: Rexburg - ID

## Education

---

### Brigham Young University - Idaho

Jan. 2022 – Apr 2025

*Bachelor's in Software Engineering*

Rexburg, ID

- HTML, CSS, JavaScript, Java, C#, Svelte, Git
- Minor in CIT – Databases
- 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

## Professional Experience

---

### Brigham Young University - Idaho

Jan. 2022 - Present

*Technology Support - Tier 2*

Rexburg, ID

- Achieved a daily average of 5 to 8 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 and Implementation Lead*

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

### ATOS Brazil

Jun. 2018 – Oct. 2020

*Bilingual Technical Support – Tier 1*

Londrina, Parana, Brazil

- Technical Support for users in English and Portuguese
- Conducting thorough backlog analysis and proficiently managing incident tickets, ensuring accurate documentation and effective resolution tracking.
- Facilitating communication between international agents and end-users through translation services during tier 2 support, actively participating in three-way calls. Additionally, performing backlog analysis for tier 2 support tasks.

# Otavio Silva

Brazilian | +1 (385) 370 - 4382 | otaviovs@byui.edu | [linkedin.com/in/otávio-valeriano-silva-ba1aa2156/](https://www.linkedin.com/in/otávio-valeriano-silva-ba1aa2156/)  
Willing to Relocate – Base: Rexburg - ID

## **Volunteering Experiences**

---

**Missionary for The Church of Jesus Christ of Latter-Day Saints**  
*Missionary Full-Time and Secretary*

Dev. 2015 – Nov. 2017  
Rio Grande do Sul, Brazil

**English Teacher for Portuguese Native Speakers**  
*English Volunteer Teacher*

Nov. 2020 – Sep. 2021  
Londrina, Parana, Brazil