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**Colorado Springs, CO**

[**LinkedIn**](file:///C:\Users\Acer\Downloads\linkedin.com)

**OCTAVIO SILVA**

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

**SKILLS**

* Customer Service and Sales Certification (CSSC)

**CERTIFICATIONS**

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.

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%.

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.

Bachelor of Science

Business Management

**Colorado State University**

**Global**

2008 - 2012

Greenwood Village, CO



**EDUCATION**

*Customer Service Representative*

**WORK EXPERIENCE**