SOPHIE DA SILVEIRA

WEB DESIGN & DEVELOPMENT - GRAPHIC DESIGN

www.linkedin.com/in/sophie-da-silveira-3808a71a6

ABOUT ME

Web Developer with a strong foundation in Web Design & Development and Systems Administration. Passionate about building user-friendly, responsive websites and enhancing user experience. A quick learner with problem-solving skills, adaptability, and experience in customer service & data management. Seeking an internship to apply and grow my web development skills.

SKILL

- Adobe Illustrator
- Adobe Photoshop
- Adobe InDesign
- Microsoft PowerPoint
- Canva
- HTML & CSS

LANGUAGE
LANGUAGE

- English
- Portuguese
- Spanish

CONTACT

🏠 Rexburg, Idaho

📞 385-472-5522

✉️ sil24040@byui.edu

WORK EXPERIENCE

Brigham Young University–Idaho

2025 - Current

Hiring Assistant

Manage databases using Excel and Google Sheets, ensuring accuracy and efficiency. Handle emails and calls professionally while maintaining confidentiality and adhering to company policies.

The church of Jesus Christ Of Latter Day Saints

2023 – 2024

Global Services Department - Generalist

Served as the first point of contact for customer inquiries, achieving a 30% faster resolution rate. Maintain 90%+ customer satisfaction and process orders with 99.8% accuracy, ensuring data integrity.

The church of Jesus Christ Of Latter Day Saints

2022 – 2023

Global Support Generalist – Billing

Managed confidential documents and financial transactions with 100% accuracy. Led a collections team, increasing efficiency by 30%, and leveraged multilingual skills to enhance client satisfaction by 15%.

EDUCATION

Brigham Young University - Idaho
2025 - 2027

WEB DESIGN AND DEVELOPMENT

Currently pursuing a degree in Web Design and Development at BYU-Idaho, with skills in UI/UX design, front-end development, and digital branding. Proficient in Adobe Creative Suite, HTML, CSS, and JavaScript, with experience in creating responsive, user-friendly websites. Passionate about visual storytelling and enhancing user experience.

Ensign College
2022-2024

SYSTEMS ADMINISTRATION

Skilled in IT infrastructure, cloud computing, and network security. Experience with Active Directory, Linux, Windows services, and virtualization. Strong troubleshooting and cybersecurity knowledge.

CLASS PROJECTS IN GRAPHIC DESIGN

- PRINCIPLES OF DESIGN PROJECT
- LOGO PROJECT
- POSTER PROJECT