

OCTAVIO SILVA

Customer Service Representative

✉ osilva123@email.com

📞 (123) 456-7890

📍 Colorado Springs, CO

🌐 LinkedIn

EDUCATION

Bachelor of Science
Business Management
Colorado State University
Global

📅 2008 - 2012

📍 Greenwood Village, CO

SKILLS

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

CERTIFICATIONS

- Customer Service and Sales Certification (CSSC)

WORK EXPERIENCE

Customer Service Representative

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.

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.
- Received "Employee of the Month" recognition eight times in two years for outstanding performance.
- 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%.

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.

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Ian Pickup



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Job Hunter's Sourcebook Bohdan Romaniuk, 2008-06 Where to Find Employment Leads and Other Job Search Resources The National Directory of Internships ,1996 How to Write a Resume (Interview Tips and Job Interview Questions) Richard Forbes, Resume Templates, Cover Letters, Sample Resumes, 2015-06-11 How to Write a Resume Interview Tips and Job Interview Questions Learn How to Craft a Professional Resume to Find Your Dream Job Easily Everyone in the business world knows that having a good strong resume can mean the difference between getting a job and not getting a job You will need to have a resume that is crafted professionally and that will reflect you your job abilities and your experience Having a good looking resume is so important when you are searching for a job that it should be your number one priority It is the first thing that a potential employer will see before he or she meets you so you want it to really be compelling and make them want to pick up the phone and call you for an interview How to write a resume is one of the books to read if you want resume writing secrets great tips and tricks to get your resume noticed over other applicants Tags how to write a resume cover letters sample cover letter resume template resume templates professional resume template writing a cover letter how to write cover letter how to write a cover letter resume examples example of a resume examples of resumes how to write a good resume job resume how to create a resume create a resume creating a resume how do you make a resume sample resumes best resume best resume format best resumes resume tips resume writing tips the perfect resume resume help resume writing services customer service resume resume services simple resume make a resume professional resume writers resume writer resume writers how to write resume resume writing write a resume resumes resume objective resume maker functional resume resume formats objective for resume how to build a resume resume outline curriculum vitae how to write a cv cv template cv format cv examples cv templates samples how to make a cv how to write cv writing a cv cv writing service cv resume *The Hollywood Reporter* ,2006 **Vertical File Index** ,1998 Journal of Applied Photographic Engineering ,1979 Current ,1980-02 Journal of the American Veterinary Medical Association American Veterinary Medical Association, 2007 Vols for 1915 49 and 1956 include the Proceedings of the annual meeting of the association

The Value Line Convertibles Survey ,2008-07 **How to Write a Resume** Richard Bolles, Resume Maker, 2014-08-10 How to Write a Resume Learn How to Craft Professional Resume to Find Your Dream Job Easily cover letters resume templates sample resumes Everyone in the business world knows that having a good strong resume can mean the difference between getting a job and not getting a job You will need to have a resume that is crafted professionally and that will reflect you your job abilities and your experience Having a good looking resume is so important when you are searching for a job that it should be your number one priority It is the first thing that a potential employer will see before he or she meets you so you want it to really be compelling and make them want to pick up the phone and call you for an interview How to write a resume is one of the books to read if you want resume writing secrets great tips and tricks to get your resume noticed over

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