

# JAMES M. SILVA, MBA

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## OBJECTIVE

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2018 graduate with an MBA in Information Technology seeking to leverage 7 years of client facing technology sales and operations management experience into a business analyst or project management career

## SKILLS & ABILITIES

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IT specific Project Management - Customer needs analysis - Training clients on software packages - Retail operations at a store manager level - Sales data analysis - Revenue and expense forecasting

## EXPERIENCE

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2013 to 2015 Department Supervisor for Personal Computers, Best Buy

- Promoted to be responsible for the personal computer department for a Best Buy flagship store.
- Was being groomed for a store manager position and was de facto assistant store manager.
- Budgets – Exceeded all quarterly Revenue goals by between 3.5% to 11%. Always managed departmental margins to meet or exceed budget goals.
- Managed department to a sales increase of 6.5% YOY in 2014.
- Performance management – Interviewed and hired associates for my department. Inspired and coached my 12 to 20 member team to exceed departmental and individual goals. Fostered competition between associates to exceed goals. Placed team members on PIPs when needed and very occasionally worked with HR to remove low performers from the team.
- Conducted scheduled and ad hoc sales and training meetings to ensure team performance and product knowledge.

2012 to 2013 Geek Squad Education Senior Agent, Best Buy

- Hired to this coveted position because of demonstrated ability to communicate with customers and understand what they wanted their technology purchase to do for them. I was quickly promoted to senior agent.
- Trained customers on the use and set up of their new hardware/software purchases.
- Performed customized clinic and classroom based client training on hardware/software solutions.
- Looked for unserved/underserved client needs to maximize the value provided by Best Buy.
- Stayed current on the latest technology and trends.
- Trained sales team to promote understanding of the stores technology products.

**2011 to 2012 Home Theater Sales Associate, Best Buy**

- Helped customers understand, select and purchase individual components up through whole home theatre systems.
- Active listening, probing and two-way conversations resulting in solution-based sales.
- Maintained a high level of knowledge of the “latest and greatest” technology in the field.

**2008 to 2011 Personal Computer Home Office Sales Associate, Best Buy**

- Helped customers understand, select and purchase individual components up through whole home theatre systems.
- Active listening, probing and two-way conversations resulting in solution-based sales.
- Maintained a high level of knowledge of the “latest and greatest” technology in the field

**EDUCATION**

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2018 MBA, Information Technology Management, WGU (Western Governors University)

2015 PMP Certification Training, Project Management Academy, Seattle

2007 BS, Kinesiology, University of Nevada, Las Vegas