

SIDNEY QUESADA
Operations and Customer
Support Specialist

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ABOUT ME

Objective-driven business operations lead with experience in user support, social media marketing, and business operations

SKILLS

Startup experience, social media marketing, project management, website management, community management, customer support, & remote experience

WORK EXPERIENCES

- **OPERATIONS & EVENTS & COMMUNITY ACCOUNT MANAGER**
Sliver Vr Technologies (March 2018 - Present)
 - Scheduling and payroll processing for a team of 15 User Engagement Specialists
 - Interviewing and training of new-hires while developing new training procedures
 - Overseeing user support operations and managing the Zendesk helpdesk
 - Online inventory management and fulfillment via. Shopify and Ali Express.
 - Executing live marketing events, including live streams, licensed digital media, and social media accounts.
- **CUSTOMER SUPPORT SPECIALIST MOBILE APP LEAD**
The Shift Network (September 2020- August 2022)
 - Provided online support via Zendesk overseeing all Mobile App & SaaS inquiries
 - Assisted in customer experience program development and execution
 - Oversaw training of new hires in multiple areas of customer support
- **MUSIC INSTRUCTOR/ BAND MANAGER**
Quesada Rocks (August 2011 - Present)
 - Teaching students the fundamentals of music theory and guitar
 - Artist management, including consultations of show bookings, merchandise development, live audio engineering, and music recording.
- **CUSTOMER SERVICE SPECIALIST**
Follett Higher Education Group (September 2015 - March 2018)
 - Assisted both students and faculty with purchasing and ordering course materials
 - Oversaw inventory management as well as booking-keeping duties
 - Assisted customers with in-person, phone, and online support

EDUCATION

SAN JOSE CITY COLLEGE

January 2016- May 2020

- Graduated with an Associate of Science Degree in Business Administration

SAN JOSE STATE UNIVERSITY

August 2020- Present

- Major: Business Administration, Management Information Systems Concentration

SKILLS AND SOFTWARE

- Microsoft Office Programs, Google Suite, Zendesk, Ali Express, Shopify Postman API Development, TriNet HR Passport, Adobe Creative Cloud, Slack, Open Broadcaster Software, Drupal, Jira, Confluence