

# Angelica Silva

angelicasilvaoro@gmail.com  
[angelicasilva.co](http://angelicasilva.co)

As a humbly motivated individual, I seek out opportunities that will strengthen my skills and teach me as much as I hope to teach and help others.

## EDUCATION

B.Sci. Psychology, Sociology Minor  
Boston University, Class of 2016

## LANGUAGES

Fluent: English and Spanish  
Conversational: Portuguese

## OTHER

Core Team, Women of  
Brightcove

## Senior Customer Success Manager

02/2018 - Current

Brightcove, Boston, MA

- Develop meaningful relationships that help me in retaining \$8.1 million of annual revenue; most recently obtaining a 98% retention rate for Q2.
- Collaborate with internal and external business teams (Product Management, Marketing, Engineering, etc.) to help guide video projects at scale, from scoping to implementation, and evaluation.
- Consult with customers on the most relevant features and functionality to meet their specific business needs.

## Sales Onboarding Program

Created a new 8-week Onboarding Program used across all Enterprise Sales in North America. The modular program cut employee ramp time from 90+ to 60 Days and now serves as the foundation to Brightcove's Employee Sales Onboarding.

## Senior Immigration Paralegal

Jun 2016 - Jan 2018

Law Offices of Joshua L. Goldstein, Boston, MA

- Worked with 150+ clients and the managing attorneys to complete time sensitive cases while meeting strict deadlines. Case responsibilities included conducting client-facing affidavit sessions effectively while also anticipating and responding to Client's individual needs throughout the meeting.
- Maintained office management and organization, including scheduling, billing, supplies, and new hires.

## Slack Workspace Implementation

By creating the Slack workspace, I aimed to provide a workflow that enforced communication patterns and transparency. The implementation helped improve team-wide communication, client contact, administrative responsibility, USCIS interactions, new hire processes, CRM inquiries, and office policy.

## ESL Adult Tutor

Dec 2013 - Mar 2015

Intergenerational Literacy Program, Chelsea, MA

- Worked with groups of adult English Second Language students to facilitate activities that create a positive learning environment conducive to the learners success.

## Research Assistant

June 2014 - April 2016

Children's HealthWatch

- Approached parents of children under the age of four in the Boston Medical Center Pediatric Emergency Department to engage with them in a study.