Miguel Eduardo Garcia Silva

Miami, Florida

Experience

UNIVERSITY OF NAPLES FEDERICO II	JUN. 2023 - JUN. 2024

Pier Program at Apple Developer Academy
Collaborated with fellow designers and developers in an Agile environment to develop a macOS application. Interacted with stakeholders to ensure alignment and project success. Additionally, served as an assistant, providing mentorship to students in the Apple Foundation UNINA for two cohorts.

INTESA LEICESTER	NOV. 2020 - NOV. 2021

Lead Generation, Customer Support Agent
Experienced in lead generation and customer support with a track record of managing and nurturing leads across two campaigns. Adept at delivering tailored solutions to drive sales growth, utilizing strong client relationship management, communication, and problem-solving skills to optimize customer experiences and organizational objectives. Experienced in training new candidates to boost their performance and KPIs.

Education

UNIVERSITY OF NAPLES FEDERICO II	SEP. 2022 – JUN. 2023

Apple Developer Academy
The program is structured to encompass key elements of UX design, including design thinking, UX research, wire-framing, UI prototyping, UX writing, SwiftUI, and ensuring quality of experience (QoE).

UNIVERSITY AUTONOMA DEL CARIBE	JUL. 2019

Graphic Design
Is an intensive program of study in contemporary design strategies and theory. The curriculum includes design and typography courses with an emphasis on mobility, strategic branding and social media in a network economy.

CODERHOUSE	MAY. 2018 – OCT. 2018

UX Design Course
Research, Lo-Fi Hi-Fi wireframes, Prototyping, UX writing, Usability testing. Tools used Figma, Sketch, Notion, Miro, Marvel

CODERHOUSE	JAN. 2018 – MAY. 2018

Adobe Photoshop and Illustrator Course
Certified as proficient in both adobe programs

NEW YORK INSTITUTE OF PHOTOGRAPHY	OCT. 2017 – NOV. 2018

Professional Photography Course
This photography course is an extensive program designed to empower you with complete mastery over your camera.

INTERNATIONAL CONNECTIONS ACADEMY	SEP. 2011 – FEB. 2015

High School. Maryland, USA
Connections Academy is a K-12 education program.

Certification

APPLE EDUCATION	AGO. 2022

Apple Teacher
This certificate confirms proficiency with Apple technology.

APPLE DEVELOPER PROGRAM	AGO. 2022

Apple Search Ads
This certificate confirms app marketing proficiency with Apple Search Ads.

ACCENTURE	MAY. 2023

Workshop on Leadership
Gained insights into various leadership styles and explored the attributes that define effective leadership.

ACCENTURE	MAR. 2023

Workshop on Effective Presentation
Reinforce your presentation skills and focus on creating efficient presentations using an appropriate body language.

Awards

UNIVERSITY OF PALERMO	2017 – 2018

Pedagogical Projects, Professional Presentations, and Advertising

Languages

ENGLISH
FLUENT

SPANISH
FLUENT

ITALIAN
BASIC