Gabriela Silva

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EDUCATION

Bachelor of Business in Information Systems with a Minor in Finance — Anticipated: 12/2027
The University of Texas at El Paso (UTEP) — Overall GPA: 3.62/4.00
Major GPA: 3.47/4.00

Honors & Affiliations:
Secretary, UTEP Association for Supply Chain Management (ASCM), 2026–Present
Member, UTEP Association for Latino Professionals for America, 01/2025-Present

Relevant Coursework: Business Analytics Applications, Business Statistics, Finance and Data Analytics, Financial Accounting, Managerial Accounting, Business Information Systems

PROFESSIONAL EXPERIENCE

Implementation Intern — 08/03/2026-Present
Mesilla Valley Transportation — El Paso, TX
• Analyze operational and customer-account data to identify performance trends, service gaps, and opportunities to improve execution.
• Validate scorecard metrics and reporting accuracy using AS/400, translating findings into clear updates for internal stakeholders.
• Collaborate across operations, implementation, and account-facing teams to communicate account performance and support customer requirements.
• Support EDI and system implementations by reviewing requirements, validating data, and assisting with integrations across supply-chain operations.
•Reconcile account and operational data across AS/400, McLeod, Partner Linq, and Power BI to identify root causes, resolve discrepancies, and strengthen customer performance discussions.

Assistant Sales Manager — 02/16/2023 – 06/04/2026
Ben Bridge Jeweler | Berkshire Hathaway company — El Paso, TX
• Analyzed sales performance, customer trends, and team KPIs in Power BI to identify growth opportunities, improve forecasting accuracy, and support management decisions
• Helped lead an eight-person sales team by reviewing performance goals, coaching on customer engagement, and supporting store-wide revenue targets.
•Used Salesforce CRM to analyze customer trends and support a targeted outreach strategy, increasing appointment bookings by 35% and purchases by 20%.
• Prepared daily sales and financial reports, maintained transaction accuracy, and supported inventory audits and reconciliation.
•Partnered with leadership to improve operating processes, reduce high-risk discrepancies, and lower chargebacks.

LEADERSHIP/PROJECTS

Business Intelligence Dashboard (Power BI)
Secretary, Association for Supply Chain Management (ASCM), UTEP — 08/19/2026-Present
•Support organization communications, meeting coordination, and member engagement while building knowledge of supply chain and logistics careers.
ALPFA Case Competition | Winning Team Member
•Collaborated with a team to analyze a business case, develop recommendations, and present a proposed solution under deadline.
Business Intelligence Dashboard | Power BI
•Analyzed university student survey data on ChatGPT and Claude usage, created visual dashboards, and presented data-backed business recommendations.

SKILLS

- Sales & Account Management
- Customer Relationship Management (Salesforce)
- Cross-Functional Collaboration
- Sales Forecasting & KPI Management
- Microsoft Excel & Power BI
- Data Analysis & Reporting
- Supply Chain & Logistics Operations
- Project Coordination