

Sonia Heer
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OBJECTIVE: To obtain a customer service position that is challenging, fast paced with room for growth.

QUALIFICATIONS & CERTIFICATES:	Flexible Availability Self Motivated Detail Oriented Goal Oriented Communication Skills Enthusiastic	Forklift License OSHA Certified Food Handler Certificate Electrocardiogram Certificate Material Handling Certificate Class C Drivers License
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EDUCATION:

09/13-Present	Pharmacy Technician U.S. Career Institute
01/11-05/11	Regional Occupational Program (ROP) for Electrocardiogram Valley High School, Elk Grove, California
01/10-05/10	High School Diploma Pleasant Grove High School, Elk Grove, California

WORK EXPERIENCE:

06/12-Present	Volunteer Optimal Hospice Care, Santa Clara, California <ul style="list-style-type: none">• Sort print and non-print materials according to procedure. and return them to shelves, files, or other designated storage areas.• Bake cookies.
06/12-03/13	Material Handler Randstad, San Jose, California <ul style="list-style-type: none">• Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming shipment• Record shipment data, such as weight, charges, space availability, damages, or discrepancies for recordkeeping purposes.• Pack packages and re-pack damaged packages
06/12-10/12	Food Associate/Cashier California's Great America, Santa Clara, California <ul style="list-style-type: none">• Clean and sanitize work areas, equipment, utensils, dishes, or silverware.• Cook and package batches of food, such as hamburgers and fried chicken, which are prepared to order or kept warm until sold.
08/12-Present	Food Service Worker O'Connor Hospital, San Jose, California <ul style="list-style-type: none">• Prepare patient meals, according to supervisors' instructions, following approved procedures.• Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.• Assist customers by providing information and resolving their complaints.• Stock service stations with items such as ice, napkins, or straws.• Remove trays and stack dishes for return to kitchen after meals are finished.• Maintain clean and orderly checkout areas and complete other general cleaning duties, such as wiping tables and emptying trash cans.