
SONIA LOPEZ

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(323)979.7759

LOS ANGELES, CA 90023

OBJECTIVE

Seeking a **Customer Service** position in accordance with my educational background and work experience, highly motivated and will try to provide the best.

SKILLS

Bilingual **English/Spanish**

Customer Service

Communication skills

Telephone techniques

Technical skills

Microsoft proficiency

Data entry

Multitasking

Detail oriented

Ingenuity

Highly motivated

Willing to learn

Adaptability

Team player

EXPERIENCE

Guest Experience Representative

LAFC/Banc Of California Stadium- Los Angeles, CA

March 2018- Present

- ❖ Presently in training
- ❖ Customer Service
- ❖ Facility Operations/Event Staff

Warehouse Apparel

Cap That- Vernon, CA

November 2017/on-call, ended

- ❖ Fold apparel
- ❖ Stock/Restock merchandise
- ❖ Maintain count on product(s)

Medical Assistant/Research Coordinator

Clinica Medica San Miguel- Los Angeles, CA

May 2013- July 2017

- ❖ Interviewing, screening, and enrolling participants
- ❖ Obtaining participant Informed Consent
- ❖ Take patient histories and vital signs
- ❖ Assist Physician/Podiatrist
- ❖ Prepare and maintain supplies and equipment
- ❖ Obtaining, processing, and shipping of blood samples
- ❖ Dispensing and administering medication
- ❖ Reporting Adverse Events
- ❖ Maintaining Patient and Study Records(EMR)

Medical Assistant- Externship

Doctor Richard B. Aguilar- Huntington Park, CA

March 2012- April 2012

- ❖ Provide overall support for physicians and office operations
- ❖ Prepare patients for examination and treatment
- ❖ Take patient histories and vital signs
- ❖ Prepare exam and treatment rooms with necessary instruments
- ❖ Prepare and maintain supplies, equipment, and sterilization
- ❖ Screen telephone calls for Physician referrals

Retail Associate

Tommy Hilfiger- Commerce, CA

November 2011- December 2011

- ❖ Customer Service
- ❖ Stocke/Restock merchandise

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- ❖ Maintained cleanliness of the store

Main Office Service Student

Roosevelt High School- Los Angeles, CA

July 2008- August 2008

- ❖ Assisted with phone calls
- ❖ Customer Service
- ❖ Filed incoming mail
- ❖ Made deliveries to Instructors

EDUCATION

Psychology AA for Transfer- In Progress, 2015- Present

East Los Angeles College- Monterey Park, CA

Medical Assistant- Diploma, 2012

Everest College- Alhambra, CA

High School- Diploma, 2009

Roosevelt High School- Los Angeles, CA

VOLUNTEER EXPERIENCE/AWARDS

ROP Volunteer/Customer Service Class

Los Angeles Unified School District/Regional Occupational Programs

LAC+USC Medical Center, Women's & Children Hospital- Los Angeles, CA

Certificate of Completion

Letter of Recommendation

July 2007- August 2007

- ❖ Customer Service
- ❖ Filed patient charts
- ❖ Helped and entertained children
- ❖ Maintained the surroundings

CERTIFICATIONS

First Aid- CPR, OSHA, HIPAA, ROP Certificate of Completion

Post Aid-CPR, OSHA, HIPAA, ROP Certificate of Completion

Continuation

◆ Maintained the surroundings

◆ Helped and comforted children

◆ Filled patient charts

◆ Customer Service

July 2007- August 2007

Letter of Recommendation

Certificate of Completion

LAC+USC Medical Center, Women's & Children Hospital- Los Angeles, CA

Los Angeles Unified School District (Regional Occupational Program)

ROP Volunteering/Community Service Class

Volunteer Experience/Workshop

Roosevelt High School- Los Angeles, CA

High School- Diploma, 2008

Eastern College- Alhambra, CA

Medical Assistant- Diploma, 2011

East Los Angeles College- Monterey Park, CA

Psychology AA for Transfer- In Progress, 2013- Present

Education

◆ Made deliveries to instructors

◆ Filled incoming mail

◆ Customer Service

◆ Assisted with phone calls

July 2008- August 2008

Roosevelt High School- Los Angeles, CA

Main Office Service Student

◆ Maintained cleanliness of the site

Cashier Test

Score / 15

- B 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00
- A 2) A roll of dimes is worth?
a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00
- D 3) A roll of nickels is worth?
a) \$8.00
b) \$6.00
c) \$4.00
d) \$2.00
- C 4) A roll of pennies is worth?
a) \$1.00
b) \$0.75
c) \$0.50
d) \$0.25
- C 5) What does POS stand for?
a) Patience over standards
b) Percentage of sales
c) Point of sales
d) People over service
- 6) What is the current sales tax rate in your city? 8.25%
- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
a) \$4.06
b) \$2.06
c) \$7.06
d) \$5.06
- B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
a) \$19.50
b) \$14.50
c) \$9.50
d) \$4.50
- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
a) \$6.00
b) \$8.00
c) \$10.00
d) \$12.00
- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
a) \$78.50
b) \$58.50
c) \$38.50
d) \$28.50

Cashier Test

Score / 15

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? passport driver's license

15) How many \$20 bills are in a bank band? 5 x 20 = 100 id. armed forces id.