

**Sonia Barrera-Hernandez**  
2702 Sycamore Lane  
Davis, Ca 95616  
T: (831)840-4690 / E: soniajbarrera@gmail.com

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**Objective:** I am seeking work where I can utilize my customer service skills and experience to drive success and profitability to ensure a satisfying customer experience.

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### **Professional Experience**

#### **Illusion Jewelry (March 2015- Sept 2017)**

-Jewelry Store Sales Associate  
-347 Rodriguez St Watsonville, Ca

- Worked with clients directly to help identify their needs and sell merchandise.
- Used customer service skills to make sales, and build long-term relationships with customers always ensuring their satisfaction came first.
- Handled the cash register, worked under a supervisor along with a team, and independently would be left alone in the store to manage frequently.

#### **Skydance Skydiving (January 2019-Present)**

-Guest Service Representative  
-24390 Aviation Way Davis, Ca 95616

- Responsible for checking in guests, answering multiple line phone calls, and handling a busy office
- Work with a team in an office setting and independently; filing paperwork and light office work
- Office work ranging from phone calls, using an online system, to cleaning and maintaining office space. (sanitizing restrooms, vacuuming floors, cleaning counters, etc)

### **Volunteer Work**

#### **-Junior Youth Empowerment**

-Program Vice President (August 2013-June 2017)

- Worked with middle school students throughout the community on service projects that would educate, engage, and beautify the community.
- Oversaw projects as a youth leader working with groups that ranged from 5-30 middle school students on projects such as feeding the homeless, beach clean ups, food drives, college readiness workshops, etc.

### **Education**

#### **-Pajaro Valley High School**

(2013 - 2017) GRADUATED

#### **-University of California, Davis**

**Fall 2017 - Spring 2018 (ON HOLD)**

- September 27, 2017- June 2021
- Major: Biology, double majoring with Spanish

**Skills and Qualifications**

- Customer Service skills
- Handling cash register
- Strong Leadership skills
- Responsible and organized
- Answering phone calls
- Basic clerical experience

**Languages**

- Fluent in English and Spanish  
(reading, writing, speaking)

**References****Vahid Motazedian**

Previous Club supervisor/personal friend  
(831)840-6500

**Josefina Hernandez**

Previous Employer at Joyeria Ilusion  
(831)840-2839