

# Sofia Loya

Fort Collins, CO 80524

[loyasofia234\\_7vk@indeedemail.com](mailto:loyasofia234_7vk@indeedemail.com)

+1 970 632 0780

## Work Experience

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### **Customer Service Representative**

Check Into Cash - Fort Collins, CO

September 2021 to Present

- Cash handling
- Scanning documents
- Keeping up with files
- Outbound/inbound phone calls
- Payments over phone/In store

### **Food Technician**

Food Bank For Larimer County - Loveland, CO

January 2020 to July 2021

- Working warehouse
- Electric pallet jack/ forklift
- Helping volunteers

### **Customer Service Representative**

F&W Media - Fort Collins, CO

January 2018 to February 2019

- Answering phone calls/emails/chats
- Maintaining several websites
- Handling cash payments over the phone
- Multitasking, reaching a certain phone/chat/email goal at the end of the day.

### **Server**

Garlic Knot - Fort Collins, CO

April 2016 to January 2018

- Working front of house
- Taking orders over the phone/in house
- Cash handling
- Serving
- Hosting

### **Pawn Broker**

Mister Money - Fort Collins, CO

May 2016 to June 2017

- Sales representative
- Cash handling

- Customer service skills
- Dealing with big portions of money
- Persuading customers/debating with customers

## Education

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### **GED**

Front Range Community College - Fort Collins, CO  
April 2016 to August 2017

## Skills

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- Forklift
- Pallet Jack
- Warehouse Experience
- Packaging
- Organizational Skills
- Serving
- Microsoft Word
- Food Safety