

Sophia Gutierrez

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To utilize my strong work ethic, high integrity, and exceptional customer service skills in a professional environment contributing to the growth and success of the company.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Retail Sales Associate

Goodwill Industries - Littleton, CO

January 2016 to February 2021

- Serves customers by helping them select products.
- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Greets and receives customers in a welcoming manner.
- Responds to customers' questions.
- Directs customers by escorting them to racks and counters.
- Provides outstanding customer service.
- Documents sales by creating or updating customer profile records.
- Manages financial transactions.
- Processes payments by totaling purchases, processing checks, cash, and store or other credit and debit cards.
- Alerts management of potential security issues.
- Assists with inventory, including receiving and stocking merchandise.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest

Food Delivery Driver

DoorDash - Littleton, CO

November 2011 to December 2020

Customers order food through the Door Dash app, and nearby Door Dash drivers pick up and deliver the food. Sometimes I go in and place order for them

Nanny

Care Giver - Highlands Ranch, CO

May 2004 to September 2020

- Supervised children of all ages
 - Maintain organization and cleanliness
 - Administered nutritious meals
 - Planned, created, and executed daily
 - Monitored safety and security at all activities
- times

Dishwasher/Busser/ Hosting

Littleton Cafe - Littleton, CO

March 2011 to June 2019

Ensuring the availability of clean dishes by bussing tables, washing dishes, pots, pans, and flatware, and resetting dining areas. Preparing dining areas and kitchen for next shift by cleaning and restocking dining areas and cook stations.

Also I help host I greet customers as they enter a restaurant, takes their reservation or puts them on a waiting list, gives them menus and shows them to their seat. They may also handle phone calls and customer queries about the restaurant and menu, and assist various restaurant staff when necessary

Assistant Manager

Fazoli's Restaurant - Littleton, CO

January 2014 to February 2019

- Properly prepared food orders
- Recorded and delivered customers orders
- Maintained sanitation of the restaurant
- Responsible for handling monetary transactions
- Assign Employees to specific Duties
- Provided Customer Service
- Direct and supervise Employees
- Enforce Safety, Health, Security Rules

Food Delivery Driver

Postmates - Littleton, CO

October 2017 to December 2018

Deliver food to customers and place order for them

Housekeeper

Home 2 suites Hilton - Denver, CO

January 2018 to September 2018

- Perform a variety of cleaning activities such as sweeping, mopping, dusting and polishing
- Ensure all rooms are cared for and inspected according to standards
- Protect equipment and make sure there are no inadequacies
- Notify superiors on any damages, deficits and disturbances
- Deal with reasonable complaints/requests with professionalism and patience
- Check stocking levels of all consumables and replace when appropriate
- Adhere strictly to rules regarding health and safety and be aware of any company-related practices

Front Desk Receptionist

Best Western Hotels and Resorts - Lakewood, CO

January 2017 to March 2018

Register & process guests and their assigned rooms

Accommodate guest requests

Communicating with hotel staff on the status of guest rooms

Up Selling guest rooms and promoting hotel services

Handling cash payments

Maintain a clean and neat front desk area

Responsible for checking guests in and out of the Hotel Issue's with room keys, pamphlets, discount cards, etc. Works in conjunction with the bell staff to assist

Hourly Manager

Arby's Restaurant - Littleton, CO

January 2015 to January 2017

- Properly prepared food orders
- customers orders
- Maintained sanitation of the restaurant
- Responsible for handling monetary transactions
- Assign Employees to specific Duties
- Provided Customer Service
- Direct and supervise Employees
- Enforce Safety, Health, Security Rules

Customer Service Associate

JC Penney-Park Meadows Mall - Lone Tree, CO

May 2011 to June 2016

- Assist customers with any inquiries
- Responsible for handling monetary transactions
- Maintain organization and cleanliness
- Aid customers with locating merchandise
- Travel between departments to assist

Dental Assistant

Small Smiles Dental Office - Denver, CO

September 2013 to October 2014

Closing/Opening Appointments

Small Smiles of Denver

- Inventory Stock
- Sterilization Techniques
- Pediatric Dentistry/X-Rays • Schedule Appointments
- Infection Control • Reviewing Files/Charting
- Fluoride Application • Checking Insurance
- Hygiene Area/ Billing/ Adjustments • Sealant Placement

Maintenance Worker

Max's janitorial - Pueblo, CO

March 2007 to April 2008

Performed various cleaning duties • Ensured proper and safe utilization of • Conducted maintenance of equipment cleaning products

Crew Member

Fazoli's - Centennial, CO

March 2006 to March 2007

Properly prepared food orders

Recorded and Delivered customers orders

Maintained sanitation of the restaurant
Responsible for handling and Monetary transactions

Education

College

Emily Griffith Technical College - Denver, CO
March 2014 to May 2014

Diploma

Everest College - Aurora, CO
January 2012 to October 2012

Diploma in AVS Culinary Arts

Littleton High School - Littleton, CO
August 2001 to May 2004

Skills

- Bilingual (Spanish/English)
- Excellent communication skills
- • Conflict resolution abilities • Exceptional customer service skills • Quick learner • Detail oriented • Handle monetary transactions
- Operate computers and cash registers
- Microsoft Word
- Microsoft Office
- Opera
- Customer Service
- Customer Care
- Bilingual
- CSR
- Internet Of Things (4 years)
- Heavy Lifting
- Computer Skills
- Childcare
- Customer Service (10+ years)
- Organizational Skills
- Word Processing
- Fax
- Answering Phones
- Dental Assisting
- Infection Control Training
- Dentrux

- Culinary Experience
- Babysitting
- Chairside Assisting
- Dental Receptionist
- Food Preparation
- Nannying
- Retail Sales
- Food Production
- Microsoft Word (1 year)
- Restaurant Management
- Front Desk
- Restaurant Experience (10+ years)
- POS
- Merchandising
- Food Service (9 years)
- Serving Experience (3 years)
- Dental Front Office (1 year)
- Eaglesoft
- Busser
- Driving Experience
- Upselling
- Host/Hostess
- Commercial Cleaning
- Cashiering (10+ years)

Languages

- Spanish - Expert
- English - Expert

Certifications and Licenses

X-ray

Certified Dental Assistant

Dental Radiology

Registered Dental Assistant

Driver's License

January 2001 to November 2024

Culinary Arts

May 2003 to Present

1. In this program I learn many skills and techniques
2. I also learned safety and sanitation procedures
3. as well as career paths within food production and food service industry.
4. Also selecting and using and maintaining food production equipment
5. Also planning menu items based on standardized recipes to meet customers needs.
6. Also commercial preparation for all menu items categories to produce a variety of food production
7. Also implementation of food service management functions also learned the concept of internal and external customer service.

Assessments

Customer Focus & Orientation — Highly Proficient

October 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Conscientiousness — Highly Proficient

October 2019

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

Reliability — Highly Proficient

May 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

August 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.