

# Victoria Bobko

Fort Collins, CO 80525

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Customer-centric professional with progressive experience increasing customer satisfaction level and business performance by analyzing complaints while serving as an intermediate between company and customers. Well-versed in maintaining security system, taking phone calls, giving instructions, sorting and distributing mail, and providing overall welcoming environment. Talent for quickly learning new information, procedures, and technologies. Exemplary communication and interpersonal skills; ensure the ability to build strong relations with clients, co-workers, and management. Exceptionally organized and able to multitask.

## Work Experience

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### **Security Officer**

Securitas - Fort Collins, CO

February 2021 to November 2021

Security Office

Oversee key activity in warehouse, parking lot through more than 10 cameras. Conduct patrols at client site and surrounding area in order to protect site from potential risks. Formulate incident reports on daily basis.

- Commended by Supervisor for compiling detailed and organized reports within strict timeframe.
- Attained 100% score on daily activity and incident reports.

### **Member Service Representative**

Ttec - Greeley, CO

2020 to 2020

### **Team Member**

Jo-Ann Fabric and Craft Stores - Fort Collins, CO

2020 to 2020

### **Guest Advocate / GM Expert**

Target - Loveland, CO

2019 to 2020

Attained payments and more than three red card sign ups as well as scanned numerous guests orders within day. Held full accountability for unloading softlines from morning truck in span of 1-3 hours and folding / organizing / stocking them.

- Gained promotion from Cashier and Service Desk and then to GM; delivered excellent services.
- Commended by top management for delivering exceptional customer service.
- Successfully completed all work in timely manner.

### **Customer Service Representative**

Windsor, King Soopers

2018 to 2019

Supported customers in paying bills, sending money through western Union, and selling lotto tickets and tobacco by acting as customer service representative. Served as cashier to scan customers' orders, help bag, and receive payments, overseeing self-checkout area. Stood at end of checkout lane and bagged customers' orders by working as courtesy clerk.

- Began tenure as Bagger, Full-time Cashier, and Service Desk; quickly promoted in recognition of outstanding performance.
- Consistently received ranging from 90% to 100% produce scans on weekly basis using used either barcode / picture look-up rather than number codes.

## **Cashier**

Carl's Jr. - Loveland, CO  
2017 to 2018

Wholly responsible for taking and delivering 50+ customers' orders within strict timeframe. Performed day to day functions such as cleaning, stocking, and preparing orders.

- Increased \$10 orders to \$20-25 by suggestive selling.

## Education

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### **Diploma in General Studies**

Thompson Valley High School - Loveland, CO  
2018

## Skills

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- Exceptional Customer Service
- Administrative Support
- Problem Resolution
- Strategic Planning
- Active Listening
- Documentation & Reporting
- Team Collaboration
- Sales & Promotion
- Time Management
- Attention to detail Technical Proficiencies Microsoft Office
- Security
- Surveillance
- Loss Prevention