Sofia Bank

(510) 981-9115
sofibank99@gmail.com

EDUCATION

Sonrisas Training Center Austin, TX
Dental Assistant Program January 2021

Bayhill High School Berkeley, CA
High School Diploma Class of 2018

EXTERNSHIP EXPERIENCE

Sonrisas Orthodontics Austin, TX

- Sterilization
- Assisted with hygiene, fillings, periodontal scaling, cleaning the rooms
- Observed and assisted an extraction and an impacted canine surgery; suctioning and passing instruments

WORK EXPERIENCE

Tao Massage Cedar Park, TX
Front Desk Receptionist / Key Holder July 2019 – Present

- Scheduling appointments, greeting and checking in/out customers
- Answer incoming calls; monitor, organize and forward emails
- Process payments; handle cash and deliveries; maintain accurate records and files and make copies/scan documents
- Answer all client questions and resolve guest issues

Casa de Chocolates Berkeley, CA
Sales Associate/Customer Service January 2017 – July 2019

- Greeted and attended customers; focused on establishing and maintaining relationships with clients
- Supervised sales; handled register transactions; answered product and service-related questions; took phone orders
- Stocked inventory, packaged products and organized displays
- Occasional shift manager with store key; taking care of pre-opening preparation / post-closing cleaning and cash-out
- Attended trade shows and demonstrated company products at events

RELEVANT SKILLS

Bilingual in Spanish and English | Excellent customer service | Organizational skills | Multitasking | Punctual
Problem-solver | Detail Oriented | Scheduling & Billing | Staying calm in stressful situations

COMMUNITY INVOLVEMENT

"Lucita" Animal Rescue Shelter Masaya, Nicaragua
Tender Loving Care Volunteer July 2017

- Feed, bathe and play with dogs
- Clean and organize shelter space
- Ensure that the animals are clean and dry
- Grooming, exercise and behavioral enrichment