

SOFIA GONZALES

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SKILLS

- Customer service
- Attention to detail
- Computer skills
- Teamwork and collaboration
- Documentation and reporting
- Product displays
- Product restocking
- Visual merchandising

PROFESSIONAL SUMMARY

Dynamic and results-driven professional with extensive experience at Fabletics, excelling in customer service and visual merchandising. Proven ability to enhance store efficiency and foster teamwork, leading to increased customer loyalty and sales. Skilled in documentation and reporting, with a strong attention to detail in all transactions.

EXPERIENCE

Warehouse Clerk, Aug 2025 - Current

Barnes and Noble Distribution Center, Reno, NV

Assistant Store Manager, Jun 2023 - Jul 2025

Fabletics, Roseville, CA

- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Managed cash registers efficiently, ensuring accurate transactions, balancing drawers daily, and minimizing discrepancies.
- Enhanced store appearance for increased sales by maintaining cleanliness and implementing strategic merchandise displays.
- Fostered a positive work culture by promoting teamwork and recognizing individual achievements among staff members regularly.
- Developed a loyal customer base through personalized interactions, increasing repeat business in-store visits.

Dog Daycare Attendant, Jun 2022 - Aug 2022

Dogtopia, Rocklin, CA

- Managed pet safety and wellness in owners' absence by securing yard gates and removing items that could make pets sick.
- Kept cages, kennels, play yards, and grooming areas neat and clean.
- Followed pet care instructions for dietary needs and medication regimens.
- Washed, trimmed and brushed animals to maintain good grooming standards.

Cashier, May 2021 - Jun 2022

T.J. Maxx, Roseville, CA

- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Greeted customers entering store and responded promptly to customer needs.
- Helped customers complete purchases, locate items, and join reward programs.
- Stocked, tagged and displayed merchandise as required.
- Assisted customers with returns, refunds and resolving transaction issues.

EDUCATION

No Degree: Business Administration

University of Puget Sound, Tacoma, WA, May 2025

Associate of Arts: Business Administration

Sierra College, Rocklin, CA, May 2025

Bachelor of Arts (B.A.): Business

University of Nevada Reno , Reno , May 2027