

Sofia Garcia

xsofiagarcia@gmail.com | 321-443-7148

EXPERIENCE

SUMMIT One Vanderbilt | New York, NY

Guest Services Manager | January 2026 - Present

Box Office Manager | March 2023 - December 2025

Lead the staff daily in a fast-paced environment with a focus on guest-facing customer service. Manage the welcome desk and resolve all guest issues, ticketing related or otherwise. Coordinate with other departments to maintain daily operations of attraction. In charge of weekly scheduling for the box office team and training initiatives. Title change during departmental merge.

Box Office Associate Manager | October 2022 - March 2023

Box Office Supervisor | April 2022 - October 2022

Supported box office team actively on the floor, filling in where requested. Created daily post rotations for ambassadors. Knowledge of Galaxy POS system to step in at the desk when needed. Promotion in October of 2022 during departmental shift.

Box Office Ambassador | December 2021 - April 2022

Served as an extension of the attraction's box office, usually as the first point of connection with guests. Duties included assisting patrons with transactions, checking and scanning tickets, and moving guests efficiently through the lobby of the experience.

Okoboji Summer Theatre | Okoboji, IA

Box Office Manager | June 2021 - August 2021

Daily ran the box office for the Summer Theatre, speaking with guests over the phone, email, and in person. Trained students circulating through every week how to maintain the office (filing, updating orders, selling tickets, etc.)

Contributed to grading for students at the end of the program. Handled financial aspects of the box office profits.

Production Intern | July 2018 - August 2018

Worked in the scenic shop to assist on the build of five shows within the six-week internship time span. Required moderate skill set of power tools and shop safety.

Stephens College | Columbia, MO

Box Office Assistant | August 2018 - May 2020

Held hours weekly in the box office for the Macklanburg Playhouse at the college, filling orders via email, telephone, and face-to-face. Became proficient with the ticketing system Eventbrite.

EDUCATION

Stephens College | May 2020

BFA of Theatre Arts,
SUMMA CUM LAUDE

SKILLS

- Guest service
- 4 years in NY tourism
- Microsoft Suite/Teams
- Trained in Galaxy POS
- Familiar with ADP Workforce Management
- Scheduling
- Filing/ Organization
- Email and phone etiquette
- Detail-oriented
- Proficient with Power Tools
- Drivers License

ADDITIONAL LEADERSHIP

- Accessibility Committee | SUMMIT One Vanderbilt
- Production Assistant | Short Film, "meet me with a mask on"
- Student Coordinator | The Dean's Advisory Council | Stephens College
- Chairwoman | Warehouse Theatre Company | Stephens College
- Business Manager | Warehouse Theatre Company | Stephens College