



## Contact

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11, 23a Street, Al Muraqqabat, Deira, Dubai, UAE

## Education

Bachelor of Science in Information System

Tarlac State university

2020-2025

Higher Secondary Certificate

Tarlac National High School

2016-2018

Secondary School

Tarlac National High School

2018-2020

## Skills

- Office Administration
- Executive Secretary Support
- Front-Desk Management
- MS Office (Excel Expert)
- Data Entry & Analytics
- Billing & Invoicing
- Contract Preparation
- Client Relationship Management
- Visa & Document Processing
- Schedule & Calendar Planning

# RENE ANNE RIVERA

Certified British Council UK  
Counsellor | Administrative &  
Customer Support Service

## PROFESSIONAL PROFILE

A highly organized and analytical professional with a **Bachelor's degree in Information Systems (Business Analytics)**. Certified by the **British Council** with a proven track record in high-pressure administrative, financial coordination, and customer-facing roles. Expert in managing front-desk operations, executive scheduling, and document control. Recognized for exceptional communication skills and a solution-oriented mindset. Immediately available for roles in **Administration, Reception, or Customer Success**.

## CORE COMPETENCIES

- **Office Administration:** Executive Secretarial Support, Calendar Management, Filing Systems.
- **Front-of-House:** Professional Phone Etiquette, Guest Relations, Multi-line Switchboard.
- **Technical Skills:** Advanced MS Excel (Pivot Tables/Data Visualization), SAP/CRM, Outlook.
- **Documentation:** Visa Processing, Contract Drafting, Financial Reporting, Audit Compliance.
- **Soft Skills:** Multicultural Communication, Problem Resolution, High-Stakes Multitasking.

## PROFESSIONAL EXPERIENCE

**Student Counselor (Education Admin)**

Jan 2025 – Mar 2026

**Routes Overseas Consultants**

1802, Fahidi Heights, near Sharaf DG Metro Station Exit 4, Dubai, United Arab Emirates

- **Front Desk & Client Relations:** Greet and assist prospective students, manage high-volume inquiries, and oversee front-desk registrations for educational programs.
- **Financial Coordination:** Issue invoices for tuition fees, process payments via professional banking portals, and accurately track enrollment sales.
- **Database Management:** Manage student records, application status, and consultation schedules using specialized CRM software; ensure data privacy and security.
- **Documentation&Compliance:** Handle complex visa documentation, prepare official receipts, and maintain organized financial records for audit purposes.
- **Administrative Support:** Coordinate one-on-one counseling sessions, assist with university filing systems, and perform daily administrative tasks to ensure smooth office operations.

**Finance & Insurance Admin Coordinator | GrandCanyon Co. (Suzuki Auto) |**

Aug 2024 – Dec 2024

Tarlac City, Philippines

- **Contract Preparation:** Prepare and check sales contracts to ensure they meet all financial and legal requirements.
- **Reporting:** Create weekly sales and insurance reports for management using Excel and data tools.

- **Credit Coordination:** Assist with bank loan applications and handle insurance documentation for customers.
- **Customer Support:** Resolve client issues regarding credit approvals and insurance claims professionally.
- **Record Keeping:** Maintain organized filing systems and perform accurate data entry for all vehicle sales.

**Administrative Secretary (Internship) |  
Provincial Government of Tarlac |**

Feb 2024 – May 2024

- **Office Support:** Managed daily schedules, handled phone calls, and organized office correspondence.
- **Reception & Greeting:** Welcomed visitors and government officials, answered inquiries, and directed them to the correct departments.
- **Digital Archiving:** Organized and scanned physical files into digital records to make information easier to find.
- **Document Preparation:** Assisted in drafting letters, reports, and other official government documents.
- **General Admin:** Performed daily tasks such as filing, photocopying, and maintaining office supplies.

**Customer Service Representative |  
Sutherland Philippines |**

Nov 2022 – March 2023

- **Client Support:** Handled a high volume of customer inquiries via phone and email with a professional and helpful attitude.
- **Data Entry:** Updated customer databases and records with high accuracy to ensure all information was current.
- **Email Management:** Managed professional email correspondence, providing clear and timely responses to client requests.
- **Problem Solving:** Resolved customer issues and complaints effectively, maintaining a 100% satisfaction rating.
- **Award Recognition:** Received the "Sutherland Outstanding Agent" award for excellence in service and performance.

**Service Crew / Cashier | McDonald's  
Philippines**

Jan 2021 – Dec 2021

- **Customer Interaction:** Greeted customers, managed front-counter inquiries, and provided high-quality service in a fast-paced environment.
- **Cash Handling:** Processed payments accurately, managed cash registers, and handled daily sales reconciliations.
- **Order Management:** Ensured 100% order accuracy, handled order assembly, and practiced upselling to increase daily revenue.
- **Problem Solving:** Resolved customer complaints and issues quickly to ensure a positive dining experience.
- **Operations & Safety:** Maintained strict sanitation standards, assisted with inventory management, and worked with the team to meet service targets.

## CERTIFICATIONS & AWARDS

- **British Council UK Agent & Counsellor Certification (#79895) – August 2025**
- **Sutherland Outstanding Agent Award – Feb 2022**
- **McDonald's Rising Star Award (Customer Excellence) – March 2021**

• **References available upon request**

I hereby certify that the above information is true and correct to the best of my knowledge.

  
Applicant Signature