Kristin Rivera

5300 Parkview dr #1074

Lake Oswego, OR 97035

EDUCATION Bachelor of Science 2008

Major: Exercise and Sport Science

Option: Exercise Science

Department of Nutrition and Exercise Sciences

Oregon State University; Corvallis, OR

RELATED EXPERIENCE Reddaway

*Customer Service Representative(Temp)*

Tualatin, OR

February 2013-present

I take inbound calls and answer customer questions regarding freight shipments. I also navigate multiple screens and research shipments using the computer system.

Homewood Suites by Hilton

*Guest Services Manager*

Beaverton, OR

September 2012-January 2013

I was responsible for managing all activities at the front desk. Duties included making the schedule, filing PTO requests, keeping petty cash balanced. I was also responsible for holding front desk meetings and implementing training and disciplinary measures.

Ameritel Inn/Hilton Garden Inn

*Front Desk Lead*

Bend, OR

March 2012-September 2012

I was responsible for all front desk duties such as checking guests in and out, posting charges, adjusting credit card charges and fulfilling all guest requests. I am also entrusted with preparing weekly accounts payable invoices and sending out direct bills. Fully trained in the OnQ system through Hilton Worldwide.

Pronghorn Resort

*Concierge*

Bend, OR

August 2011-March 2012

I handled many tasks including setting up amenities, scheduling shuttles and coordinating activities for members and guests. I also am fully trained on the Springer-Miller system and can perform tasks such as the night audit, checking guests in and out of the resort and scheduling reservations.

ACTIVITIES Alpha Phi Sorority 2005-2008

College Republicans 2005-2008

Greek side Bible Study 2006-2008

National Society of Collegiate Scholars 2005-2008

Fitness Model Project at Summit High School March2009-June 2009

IMPACT Program at OSU Sep 2008-Dec 2008

CERTIFICATION OLCC permit 2011-2016

ACSM Certified Personal Trainer 2008-2011

American Red Cross CPR for PR 2005-2006 and 2008-2009

HONORS/ Academic Dean’s List Fall 2005

ACHIEVEMENTS National Dean’s List Fall 2005

REFERENCES Jillian Draper

Pronghorn Resort

Golf Merchandiser

(541) 760-8128

Lindsey G

Jenny Craig

Program Director

(503) 619-5555