



RIANNE JOY GOGOLIN

Executive Assistant

✉ riri.gogolin
@athena.com
📍 Cavite,
Philippines

ABOUT ME

With a strong background in corporate training, legal support, and travel management, paired with remote work experience, I specialize in project coordination within digital operations. I've led onboarding and training programs that enhanced team performance, streamlined processes, and supported business goals. My early experience as a paralegal sharpened my research, attention to detail, and documentation skills, which I now apply to results-driven, operational strategies.

Outside of work, I engage in reading, a pursuit that sharpens my focus, encourages continuous learning, and inspires fresh perspectives in my professional projects.

WORK

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| AUG 2024 - JAN 2025 | TRIP.COM GROUP Regional Training Specialist <ul style="list-style-type: none">Directed virtual and onsite training for Southeast Asia teams for travel industry, enhancing readiness, resulting to improved service deliveryBoosted post-training customer satisfaction by 15% in 3 months through targeted coaching, resulting to higher client satisfactionManaged training reports and compliance documentation, ensuring audit readiness, resulting to reduced risk and smooth operations |
| JAN 2024 - AUG 2024 | COGNIZANT Process Executive <ul style="list-style-type: none">Handled client emails, and issue resolution in map implementation, ensuring accuracy, resulting to sustained client trustSecured 100% audit compliance for 6 months by adhering to standards, resulting to zero non-compliance incidentsImproved handling time by optimizing knowledge base content, resulting to faster resolutions and better customer experience |
| JAN 2021 - JAN 2024 | TDCX INC. Training Officer (JAN 2022 - JAN 2024) <ul style="list-style-type: none">Led training in social media advertising and coaching programs, reducing onboarding time and boosting productivity by 15%, resulting to faster ramp-up and improved service metricsDeveloped and updated training modules, increasing completion rates and engagement scores, resulting to stronger workforce capability and reduced attritionMonitored trainee performance, providing real-time feedback, resulting to improved learning retention and faster skill applicationCoordinated cross-department training schedules, ensuring resource availability, resulting to seamless program delivery and minimal downtime |

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| | Client Service Associate (JAN 2021 - JAN 2022) | <ul style="list-style-type: none"> Managed multi-channel client inquiries in a social media advertising platform, achieving 95% satisfaction through efficient support, resulting to enhanced brand loyalty Documented customer feedback and implemented knowledge updates, resulting to improved service accuracy Exceeded monthly targets, contributing to team recognition as top performer, resulting to rewards and leadership commendation |
| JUN 2020 - JAN 2021 | ENTREPRENEURSHIP | <ul style="list-style-type: none"> Launched and operated an online business, overseeing end-to-end processes from product development to market execution |
| MAY 2019 - JUN 2020 | TASKUS Customer Service Representative | <ul style="list-style-type: none"> Resolved multi-channel customer concerns for a food delivery application, maintaining 95% satisfaction, resulting to client retention and positive reviews Managed support tickets via customer relationship management tools, achieving service level adherence, resulting to operational efficiency and service level agreement compliance Reported recurring issues and trends, driving process improvements, resulting to reduced escalations and better workflows |
| SEP 2017 - MAY 2019 | FAMILY CARE | <ul style="list-style-type: none"> Dedicated time to full-time childcare and household management, ensuring daily operations ran smoothly |
| JUN 2016 - SEP 2017 | GREGORIO LAW FIRM Legal Researcher | <ul style="list-style-type: none"> Conducted legal research and drafted case documents, supporting litigation, resulting to successful case outcomes Assisted attorneys in case prep, document reviews, and client communications, resulting to on-time filings and satisfied clients Organized over 300 legal files, improving document retrieval, resulting in streamlined operations and a 25% reduction in filing errors |

EDUCATION

LYCEUM OF THE PHILIPPINES UNIVERSITY - CAVITE
Bachelor's Degree, Foreign Service

TASK EXPERTISE

Client Support
Data Management
File Management
Meeting Support
Research
Slide Deck Creation
Travel Support

PROFICIENCY IN TOOLS

Canva
Google Calendar
Google Docs
Google Mail
Google Sheets
Google Slides
Meta Business Suite
Microsoft Excel
Microsoft Powerpoint
Slack

INTERESTS

Music
Painting
Reading