

Rhonda Rivera

*Retired; Christian vocal artist, author,
& pursuing doctoral degree*

"I am happiest when I work very hard to complete tasksService to and integrity are what is most important to organizational success."

28 Sylvester Way, Swannanoa, NC 28778
(828) 301-9074
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LEADERSHIP-DEDICATED-CUSTOMER SERVICE

| Office Support

Supportive, Collaborative Team Member and Leader. Talent for building and managing relationships. Stellar customer service abilities. Dependable, pleasant, knowledgeable. Proficient in Word, Excel, and office skills.

VALUE OFFERED:

- Diplomatic Problem Solving
- Coach / Educator
- Community Out-reach & PowerPoint Presentations
- Project Management
- Customer Service
- Bookkeeping

EDUCATION PROFILE

Master of Divinity in Christian Education, May 2016
Gardner-Webb University School of Divinity, Boiling Springs, NC

Bachelor of Arts in Christian Education, with concentration in **Worship Arts**, December 2008
(Minor in **Spanish**), with **honors**
Montreat College, Montreat, NC

WORK AND CUSTOMER SERVICE EXPERIENCE

Retail, Hospitality, Sales, & Service Positions . . .

Sales ~ SEARS, Asheville, NC, 2014-2016

Sales ~ DILLARD'S, Asheville, NC, 2009-2014

Server ~ CRACKER BARREL OLD COUNTRY STORE, Asheville, NC, 2011-2016

Sales ~ HIGH COUNTRY WIRELESS (Verizon), Black Mountain, NC, 2003-2005
High sales with multiclient base extension

Cook/Caterer/Team Member ~ ARAMARK INDUSTRIES, Montreat, NC, 2003-2007

- Organized set-ups, cooked, and catered Montreat College functions—graduation proceedings, weddings, off-college private teacher conferences, and all social functions—of up to 1000+ attendees.
- Commended for catering for President's House and for 3-year dedication to grill and service to students.

Teller ~ FIRST UNION BANK, Asheville, NC 1996-1998

- Opened lines of credit
Shared opening activity of Bank Vault
Entrusted with access to confidential customer information.
Duties also included balancing the cash dispense.
Selling products from teller station
Shared duties with balancing Asheville Mall bags in banking center
Congratulated achievement awards for Eblen Foundation high sales

Front Desk Secretary/Manager ~ YUNG'S DENTAL LAB, Nashville, TN, 1994-1996

- Payroll, balance sheets. Traveled to local dentists to assist with laboratory duties.

Banquet Server/Caterer ~ PRIVATE CATERING CONTRACTOR, Nashville, TN, 1993-1996

- Served in private homes, banks and bank officials, Opryland Hotel, various wineries and country clubs.

T&J Automation~GAS COMPANY-, Houston, Texas 1980-1981

- Served as a Front Desk Receptionist to the Office and Technicians on a multiline phone system
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OTHER MINISTRY EXPERIENCE

Christian Vocal Artist ~ SURROUNDED MINISTRIES (Rhonda Rivera) – 1991-present

Produced 5 albums and 1 that will be out by the end of the year (2021)

Assistant ~ CHRISTIAN CREEK CHURCH, Arden, NC, 2010

- Led Bell Ministry and assisted in Easter program.

Associate ~ FAMILY CHRISTIAN BOOKSTORES, Asheville, NC, 2001-2002

- Highly cross-trained to provide support throughout the company, from team selling to retail cashier to shipping & Receiving (internationally).
- Working with a variety of retailers and their products, honed skills on assessing and assisting customer needs.

Choir ~ TRINITY BAPTIST CHURCH, Asheville, NC, 2001-2004

- Teacher and Song Leader for 500 children, 3 years.
- Participated in church outreach to sing with other church choirs.
- Initiated Hispanic Ministry.
- Member of soul-winning visitation team in outreach to the community.

Hostess ~ BILLY GRAHAM TRAINING CENTER, Asheville, NC, 1999-2001

- Front-line customer service to major Christian conventions and conference groups with a variety of themes (marriage counseling, dating, personal spiritual growth, etc.) Strong emphasis on direct customer satisfaction.

Clerk ~ LIFEWAY CHRISTIAN STORES, Ridgecrest, NC, 1999-2000

- Provided Biblical material to all churches and pastors in Western North Carolina territory and to Convention Center functions.

Kitchen Manager ~ CAMP MERRIMAC & TIMBERLAKE, Black Mountain, NC, Summers 1999-2002

- Promoted from camp cook and caterer to management position, training new cooks, personnel support, inventory control, and oversight of cleanliness, next-shift preparations, and quality.

GROVE STONE BAPTIST CHURCH, Swannanoa, NC, 1998-2001

Sunday School Teacher/5th & 6th Grade, 3 years; **Vacation Bible School**, 2 years; **Choir Member**, 3 years.

- Led plays for Easter. Awona teacher and song leader. Taught classes of up to 50 children

Credit Department ~ THOMAS NELSON BIBLE PUBLISHING & WORD MUSIC, 1995-1997

- Worked with pastors, teachers, Christian artists and churches worldwide.
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REFERENCES

MONTREAT COLLEGE, MONTREAT, NC:

- **DR. BOER**, Music Advisor, Chair of Fine Arts Department
- **DR. EUNICE STACKHOUSE**

STATE UNIVERSITY OF NEW YORK AT ALBANY:

- **DR. HORACIO A. HERNANDEZ, PH.D.**, Spanish Teacher; assisted with album, “Protected in the Love of God”

GARDNER-WEBB UNIVERSITY, BOILING SPRINGS, NC:

- **DR. CANOY**, Christian Theology Professor, Head of School of Divinity
- **DR. CASINO**, Missions Professor
- **DR. STEIBEL**, Spiritual Journey Professor
- **JAMES MCCONNELL**, New Testament Professor
- **DR. CALVIN ROBERTSON**, Old Testament Professor