

SONIA NICOLE RIEGER

CUSTOMER SUPPORT MANAGER

CONTACT



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(484) 529-5162



2034 Highland Ave

Reading, PA 19606



<https://www.linkedin.com/in/sonianicolerieger/>

SKILLS

Leadership

Relationship Building

Professionalism

Strong Presentation Capability

Event Planning

Microsoft Office/Teams Expertise

Canvas LMS

Ellucian Colleague

Zoom

Typing: 75 WPM

Title IX Training – 2020

IT Security/Phishing Training – 2020

Mobile Security – 2021

EDUCATION

Master of Business Administration

Southern New Hampshire University

Manchester, NH

Expected 2023

Bachelor of Business Studies in

Organizational Leadership

Southern New Hampshire University

Manchester, NH

2020

- GPA 4.0/President's List

Associate of Applied Science in

Medical Office Specialist

Reading Area Community College

Reading, PA

2015

- GPA 4.0/President's List

Successful Management & Administrative Professional with five years' professional experience in a high-volume office seeking to continue serving the community college mission. Proficient in providing high satisfaction service while resolving issues. Known for superior articulation skills with proven accountability, punctuality, flexibility & attention to detail.

EXPERIENCE

LIVECHAT CUSTOMER SUPPORT MANAGER

Reading Area Community College, Reading, PA

2020 – Present

- Build & maintain LiveChat agent schedule for chat coverage
- Improve 20 agents' responses & resolution time
- Generate monthly reports of chat statistics & engagement
- Resolve up to 1,000 inquiries per month
- Create ticket handling procedures & reduce response time
- Construct canned responses for quick & efficient chat operation
- Design handbooks & directories for agent quick reference

Committee Involvement

- Diversity, Equity, & Inclusion 7/2020 – Present
Professional Development for Faculty and Staff Sub-Committee focusing on exploring & suggesting external & internal PD activities, gather DEI resources & propose a diversity webpage
- Middle States Commission on Higher Education 1/2021 – Present
Self-Study Standard 7 Sub-Committee
Review evidence for assigned criteria in standard 7 & help to prepare self-study document for MSCHE accreditation renewal

Voiceover Projects

- RACC Virtual Tour <https://youtu.be/afXsHOyGylI>
- Enroll at RACC today! <https://youtu.be/9zIW1ixwh1o>
- Health Professions TV Spot <https://youtu.be/6MLAoOEBm8w>

ADMINISTRATIVE SPECIALIST FLOATER, HUMAN RESOURCES/FINANCE & ADMINISTRATIVE SERVICES

Reading Area Community College, Reading, PA

2019 – 2020

Provide departmental support for position vacancies

- Monitor & calculate client attendance for KEYS program and submit to CAO through CWDS system.
- Design & pilot Canvas LMS course for KEYS clients to submit documents
- Complete new hire, student worker, & VWE paperwork for payroll & HR
- Perform as receptionist for advising center. Schedule appointments, help students self-register, & maintain intake survey data
- Serve the President's office by typing & proofreading documents, maintaining room scheduling, & greeting guests
- Communicated with 800 employers for job postings & events
- Organize annual Career Fair with 51 employers & 250 attendees
- Assist with supervision of work-study students

EDUCATION CONTINUED

Electronic Health Records Certificate

Reading Area Community College
Reading, PA
2014

- GPA 4.0/President's List

LICENSES

Notary Public

State of Pennsylvania, Commission
expires September 3, 2023

COMMUNITY INVOLVEMENT

RACCy Olympics Team Co-Captain
2019 – present

RACCy Olympics Team Captain
2017 – 2018

PROFESSIONAL ASSOCIATIONS

American Association for Women
in Community Colleges (AAWCC)
Individual Member

ADMINISTRATIVE SPECIALIST, DIVISION OF HEALTH PROFESSIONS

Reading Area Community College, Reading, PA 2017 – 2019

- Create class sections, update data, ensure accuracy of files, & monitor division budget in Ellucian Colleague
- Provide support for advising, graduation, & other audits
- Track, prepare, & submit faculty payroll
- Prepared & uploaded course materials in Canvas LMS for 4 courses
- Track corequisite & assignment grades to predict NCLEX success
- Drafted data for annual State Board of Nursing & ACEN reporting
- Coordinated clinicals & paperwork with 13 facilities for 90 students
- Order textbooks through Faculty Enlight

CERTIFIED NURSE AID REGISTRATION ASSISTANT

Reading Area Community College, Reading, PA 2017

- Provide clerical support to Career Programs' staff & students
- Schedule & administer PA API testing for prospective students

GAGE PERSONNEL

Reading, PA 2016 – 2017

- Perform temporary assignments at banquet facilities & offices
- Organize files & offer clerical support leading to employment at RACC

MANAGEMENT TRAINEE/ASSISTANT

DMS Advisors, Inc., Leesport, PA 2015 – 2016

- Manage social media & improve marketing materials to lower costs
- Serve clients, schedule appointments, & maintain documents

HOSTESS/SERVER

The Works at Wyomissing, LLC., Reading, PA 2010 – 2015

- Answer telephones, serve guests, manage payments, & train new hires
- Trained at fine-dining partner, Building 24 Kitchen & Bar
 - Promote & sell event tickets with reserved seating, host VIP events
- Trained in new business, Slick Willy's Karts & Eats
 - Assist customers with payments & registration

HONORS

- **Selected for the President's Leadership Institute** – Class of 2020
 - 10-month training on strategic planning & student success
 - Attended seminars on emotional intelligence; external relations & funding; improving communications; leadership & character development; educational trends, challenges & issues in America; diversity & inclusion, managing change, and finance and budgeting.
- **National Society of Leadership & Success** – Inducted 2019
- **International Business Honor Society, Delta Mu Delta** – Inducted 2019
- **Alpha Sigma Lambda Honor Society** – Inducted 2019
- **Phi Theta Kappa Honor Society** – Inducted 2014