

Chetavia M.N. Griffin
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WORK EXPERIENCE

United Healthcare

2020-Present

Scheduling Coordinator

Columbia, MD

- Assists members with canceling and rescheduling house call appointments.
- Schedules members' appointments using insurance information.
- Protects members' information and alerts them of potential problems.

PNC Bank

2020-2020

Universal Banker

Greenbelt, MD

- Carried out day to day banking operations on both the teller and platform side.
- Provided excellent customer service by attending to customers' needs as well as promoting new products and services that may benefit the customer.
- Performed both teller and cash vault transactions in an accurate and timely manner.

Allied Universal

2018-2020

Security Officer

Laurel, MD

- Provided excellent customer service to bank guests by greeting and answering questions regarding the banking process.
- Secured the premises by patrolling and observing activity both inside and outside of the bank.
- Created incident reports of violations and criminal activity occurring both inside and outside of the bank.
- Maintained daily journals reporting on the status of the security of the bank.
- Throughout the day, secured the premises including the vault as well as all entry ways and exits.

Lowe's Home Improvement

2016-2018

CSA-Paint and Home Décor

Glen Burnie, MD

- Acted as the head of the paint and home décor department.

- Assisted customers with paint selection, as well as ordering and customizing home improvement products such as blinds and curtains.
- Maintained the floor by mixing paint colors, stocking shelves, and answering phones.
- Assisting customers with their daily needs by keeping the work area clean.

United States Postal Service

2015-2016

Rural Carrier Assistant

Lothian, MD

- Served the rural community by sorting through packages, as well as delivering packages and mail in a timely manner.
- Scanned packages, collected outgoing mail from customers, and frequently delivered Amazon Prime packages.

Shamrock Home

2010-2013

Receptionist/Home Care Nurse

Clinton, MD

- Answered phones in order to take and deliver accurate detailed messages.
- Processed invoices and balanced the company checkbook.
- Provided exceptional and high quality customer service.
- Received, documented, sorted, and prioritized incoming and outgoing mail.
- Used Microsoft Word and Excel to complete various assignments.

VOLUNTEER WORK

Shamrock Home

2007

Receptionist/Home Care Nurse (Community Service)

Clinton, MD

- For six months, assisted and cared for residents and disabled veterans by feeding them, participating in activities, as well as going on outings and appointments.
- Carried out office activities by answering phone calls, maintaining patient records, as well as generating patient charts, medication schedules, and daily routines.

EDUCATION

Sanford Brown College

McLean, VA

Associates in Applied Science

2009-2011

Crossland High School

Temple Hills, MD

High School Diploma

2003-2007

SKILLS

- Banking on both the teller and platform side.
- Excellent customer service skills across a wide variety of situations and circumstances.
- Trained in Child Development.
- Proficient with Microsoft Office programs such as Word, PowerPoint, and Excel.
- Type 40 WPM.

REFERENCES

Available upon request.