

Therese M Grieco

Profile of Qualifications

- ✓ Self-motivated, enthusiastic, and ambitious
- ✓ Takes initiative; strong time-management, communication, and leadership skills
- ✓ Goal-oriented; works well under pressure
- ✓ Analytical; very precise in action, thought, and word
- ✓ Teachable; ready and willing to learn
- ✓ People-driven; enjoys working in a diverse environment

Work Experience

August 2009 – Present Cincinnati Christian University Cincinnati, OH

Graduate Assistant – Counseling Department

- Graded papers and exams as needed
- Assisted with special projects
- Compiled data in Excel
- Responsible for helping to maintain filing system for professor(s)

October 2008 – August 2009 JCPenney Cincinnati, OH

Customer Service Associate

- Assisted customers with their inquiries
- Responsible for handling cash and credit card transactions as well as online / catalog orders
- Maintained the presentation of merchandise in the Home Department
- Assisted with special projects in the Home Department

May 2007 – December 2008 Unum Group Covington, KY

Service Associate

- Initiated and completed policy changes for group insurance policies
- Acted as assistant to the service representatives; named as their backup contact
- Conducted special projects with Excel/Powerpoint
- Assisted in training new Service Associates

January 2006 – April 2007 Crossroads Community Church Cincinnati, OH

Office Manager

- Managed various office tasks
- Developed and maintained relationships with office machine and supply vendors
- Maintained office data
- Executed new hire and employee exiting processes

August 2005 - December 2005 UnumProvident Cincinnati, OH

Account Specialist

- Acted as the main service point of contact for group insurance policies under 250 lives
- Initiated and completed policy changes for group insurance policies
- Set-up enrollments and submitted new business in conjunction with the sales representative
- Worked closely with the billing department in resolving enrollment/billing issues

April 2004 - August 2005 UnumProvident Cincinnati, OH

Service Associate

- Initiated and completed policy changes for group insurance policies
- Acted as assistant to the service representatives; named as their backup contact
- Conducted special projects with Excel/Powerpoint
- Assisted in training new service assistants

February 2002 - February 2004 Campus Crusade for Christ Cincinnati, OH

Student Venture Facilitator

- Developed a marketing strategy to raise financial support
- Conducted face-to-face meetings to network and provide clarification of purposes
- Maintained detailed records of incoming funds and operational expenses
- Attended seminars to facilitate understanding of the organization and to receive training

July 2001 - October 2003 Appearance Plus Cleaners Cincinnati, OH

Customer Service Representative

- Provided on-site customer service
- Responsible for handling cash and credit card transactions
- Entered clothing into RealTyme computer system for tracking purposes

June 2000 - May 2001 Cumberland College Admissions Office Williamsburg, KY

Admissions Counselor

- Traveled to college fairs and various high schools to foster interest in college curriculum
- Carried out visit appointments with prospective students
- Kept in touch with prospective students via telephone, e-mail, and mail

Education

January 2007 - Present Cincinnati Christian University Cincinnati, OH

- ❖ Master of Arts in Counseling – May 2011

August 1996 - January 2001 Cumberland College Williamsburg, KY

- ❖ Bachelor of Arts in Religion
- ❖ Minor in Social Work

Counseling Experience

August 2009 – Present Cincinnati Christian University Counseling Center Cincinnati, OH

Counselor Trainee

- ❖ Provided counseling for individuals and couples of various ages and ethnic backgrounds

January 2009 – May 2009 Cincinnati Christian University Counseling Center Cincinnati, OH

Counselor Trainee

- ❖ Provided counseling for individuals and couples of various ages and ethnic backgrounds

References Available Upon Request