

Lauren N. Miller

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Education

Bachelor of Science- Business Administration
Specialization: **Human Resources Management**
University of Baltimore
Baltimore, MD

Expected January 2012

Associates of Arts- General Studies
Community College of Baltimore County
Essex, MD 21221

May 2007

Work Experience

Reema Consulting Services Inc.

Background Evaluator/ Word Processor III
Aberdeen Proving Grounds, MD

April 2009- July 2010

- Processed security investigation requests while working with a security specialist to suspense files for Tenant Garrison, and external military activities.
- Utilized security systems such as EQIP, REMEDY, JPAS, SII, and DCII to assist in the processing of requests.
- Requested information via email or calls to OPM and assigned Tenant, Garrison, and external activities security personnel.
- Actively participated in the team that took an experimental project and had it recognized army wide as a permanent program.
- Trained and developed new employee knowledge of the reviewing and evaluating process.
- Effectively operated the call center; answered multi-line phones while assisted subjects and requestors with questions about the security investigation process.
- Input and tracked information in Excel spreadsheets and Access databases.
- Operated office automation equipment and software.
- Performed administrative and clerical support throughout the division as required.
- Handled sensitive and important information with tact and confidentiality.
- Maintained a Secret Security Clearance with a Top Secret Investigation.
- Promoted twice in a 12 month period

M & T Bank

Branch Sales Associate II

January 2005-April 2008

Nottingham, MD

- Met with customers one on one to address concerns and questions related to their account relationships.
- Offered the appropriate deposit/loan products to customer after consultation.
- Awarded 2007 “Brass Ring Award” for excellent sales in the district.
- Met or exceeded quarterly sales goals.
- Supervised teller line and provided approvals for various transactions.
- Assisted branch manager with managerial duties to include employee reviews and weekly work schedules.
- Maintained safety deposit box vault records and logs.
- Inventoried office supplies and ordered new supplies from vendors.
- Provided training and assistance to tellers and sales associates.
- Volunteered for offsite promotions for the bank to increase knowledge of M & T products.

Best Buy

Credit Specialist/Customer Service Associate
White Marsh, MD

*September 2003- January 2005 &
August 2008- May 2009*

- Offered credit cards to customers and explained the features and benefits of each card.
- Processed application via computer and phone with HSBC and Chase banks.
- Interacted with customers to make product suggestions depending on their want and need.
- Assisted in new employee orientation.
- In 2004, received recognition as Employee of the Month-February and for the Third Quarter.

Rite Aid Corporation

Customer Service Representative
Middle River, MD

February 2002 – August 2003

- Maintained cash till while providing excellent customer service.
- Processed and developed 35mm film.
- Worked as a team to complete opening and closing duties.

Additional Skills

- Microsoft Office certified in Microsoft Word.
- Proficient in Microsoft Office Suite- Word, Excel, PowerPoint, Access.
- Type 50 WPM.

Clubs and Certifications

- Notary Public 2005-2009.
- Active Secret Clearance with Top Secret Investigation.
- SHRM Member since 2011.
- University of Baltimore Human Resources Society Office Treasurer.
- CHRA Student Member since 2011.