

# Theresa Grannum

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## SUMMARY

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Highly reliable customer service professional with a stellar work ethic and guest satisfaction record. Possessing intermediate skills in administration and front desk management. Adept at managing interactions with a wide array of personality types with complete professionalism and courtesy. Able to function well as an independent worker or in coordination with staff and management.

## WORK EXPERIENCE

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- March 2020 – Present      **Massachusetts Institute of Technology**      Cambridge, MA  
*Administrative Assistant II / Naval Professional Coordinator – Mechanical Engineering*
- Under minimal supervision provides comprehensive support for the planning and execution of academic courses for the 2N Program. Provides comprehensive support for 2 professors in the Department of Mechanical Engineering, including 2 Navy Professors of the Practice, and occasional professor emeritus.
  - Ensures there is a welcoming and well-organized office environment, including overseeing the maintenance of office equipment, and setting up and maintaining common areas. Answers telephones, greets visitors, distributes mail and performs library and Internet searches. Schedules appointments & meetings.
  - Inputs, updates and maintains Web content, using Drupal software. Currently in the process of changing current website over to Drupal.
  - Under the guidance of the Curriculum Officer, plans and organizes logistics and operations for the Professional Summer Program.
  - Serves as an ambassador and point-of-contact for attendees of MIT Naval Professional Summer; manages registration process, payment collection, and waitlist using online application tool; works with hotel regarding reservation blocks; reviews and manages contracts.
  - Following budgetary guidelines, monitors and orders supplies and equipment, selecting vendors. Uses signature and purchasing authorization as appropriate. Creates and processes requisitions and purchase orders. Maintains business rapport with vendors to resolve issues.
  - Assists in overseeing financial/budget spreadsheets. Monitors and reconciles accounting statements in compliance with financial review and control (FRC). Investigates and follows up on purchasing/accounting discrepancies.
  - Organizes events, such as luncheons and recreational activities for Professional Summer and 2N courses. Process includes: reserving space, scheduling presenters, ordering refreshments, organizing class field trips; preparing and editing written and printed materials, arranging parking and advertising.
  - Deals with confidential issues using discretion and judgment.
- Oct. 2018 – March 2020      **Bozzuto Management Company**      Boston, MA  
*Executive Concierge - One Greenway*
- Managed the front desk at luxury residence by greeting guests, vendors, prospective residents. Monitored access of various vendors and guests ensuring safety and security of the property.
  - Assisted leasing office with inquiries by providing timely response. Manage resident profiles via CRM/Yardi System.
  - Exercised focus and skill in multitasking in response to demand of residents and vendors, incoming and outgoing packages handled by mail carriers. Independently manage updating package inventory, property manuals and guidelines, as well as proofreading outgoing resident emails. (

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- Served as a liaison between residents and the leasing office providing solutions and personable care to resident needs, requests, and concerns. Meticulously following up with residents to ensure satisfaction with service.
- Engaged in meaningful conversation to build a professional rapport with residents creating a hospitable atmosphere. Assisted property management with community engagement by organizing events and managing social media presence.
- Maintained a high standard in brand loyalty by upholding property aesthetics by routine inspections of the interior and amenity spaces, intricate setup of hospitality bar, and obsessively organizing package room for proper storage.

June 2018 –  
Current

**Boston University**

Boston, MA

*Part-Time Security Coordinator I*

- Act as a front line representative of the University, providing information, direction, and assistance to residents, guests, and staff.
- Monitor access of residents and guests to the large residences on campus while remaining alert to surroundings at all times.
- Enforce the guest policy as well as other university policies in accordance with resident halls.
- Notify the proper authorities and supervisors in the event of an emergency such as fire, crime or medical problems. Write complete, concise, and accurate Incident and Fire Alarm Reports.

June 2014 –  
Oct. 2018

**Boston Children's Hospital**

Boston, MA

*Senior Patient Accounts Representative*

- Independently managed outpatient behavioral health prior-authorizations for the Center of Developmental Medicine, Endocrinology Clinic, Adolescent Substance Abuse Program, and Optimal Weight for Life Program.
- Intermediate experience with Epic and Microsoft Office programs with heavy engagement with Excel and Microsoft Outlook. Familiarity working with ICD-10 and medical procedure codes.
- Requested, collected, and organized prior-authorization forms and clinical notes from behavioral health providers to submit for prior-authorization of procedures in a timely fashion.
- Verified, recorded, and processed patient demographics, insurance eligibility, and authorization information for patient encounters. Familiar navigating through payor websites.
- Served as a liaison between clinical management, psychologists, social workers, administrative staff, and patients in facilitating insurance inquires and resolved insurance denials. Continuous practice of professionalism and empathy during difficult conversations reviewing financial responsibility.

Oct. 2012 –  
May 2014

**Citizens Bank**

Jamaica Plain, MA

*Teller*

- Accurately conducted all credit and debit transactions in compliance with established bank policies and procedures.
- Recorded proper cash supply on hand and daily proof record while maintaining an acceptable difference record.
- Delivered exceptional service to customers while establishing a familiar and professional relationship.
- Met teller sales referral goals and actively participated in sales promotions.

## EDUCATION

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**Roxbury Community College**

Boston, MA

Associates in Liberal Arts, 2018

**GPA: 3.5**

**Awards:** National Society of Leadership and Success, Phi Theta Kappa Honor Society, Dean's List

**University of Massachusetts Boston**

Boston, MA

Bachelors of Science in Computer Science anticipated in 2023