

MICHAEL GRIGGS

PROFESSIONAL EXPERIENCE

HOWARD COMMUNITY COLLEGE—Columbia, Maryland

Military Services and Reporting Specialist

2017– Present

Serve as Veterans Affairs liaison for active duty, veteran, and military affiliated students in an institution of higher learning.

- Discuss policies, procedures, benefits, and pertinent information with new and continuing veteran students to provide an understanding of college and Veterans Affairs systems of operation.
- Process and submit certification requests for more than 200 college students into the VA system to ensure students receive maximum coverage provided by associated benefits.
- Communicate with Veterans Affairs personnel to identify and resolve issues with student certifications and associated concerns and make necessary adjustments according to federal regulations.

HOWARD COMMUNITY COLLEGE—Columbia, Maryland

Records and Registration Specialist

2011– 2017

Served as customer service representative to traditional and non-traditional students in an academic environment.

- Worked as member of team of registration specialists to maintain an inventory of more than 10,000 student records and files and assist students with course registration.
- Communicated and coordinated effectively with multiple divisions and college constituents to collaborate, plan, and prepare for new and returning students during orientation, registration, and training periods.
- Assisted in the incorporation of Ellucian Colleague information collection and processing system, resulting in a 10% increase in the number of students registered for credit and non-credit classes.

UNITED STATES NAVY

Cryptologic Technician Technical (CTT)

1988–2010

Intelligence analyst, research and reporting specialist, and Navy course instructor with more than 21 years of technical experience within the Intelligence and Academic Communities.

- Managed the on-time and accurate analysis of Signal Intelligence (SIGINT) data, as well as operation and maintenance of processing equipment valued at more than \$1,000,000.
- Maintained a flexible schedule while providing systems training to 90% of Electronic Warfare operators, resulting in the sustainability of Pacific fleet readiness for maritime and potential wartime operations.
- Ensured on-time completion of qualifications and submission of paperwork to secure access to classified material for 60 team members.
- Deployments:
 - *March-April 1991*- Direct Support Analyst onboard USS Nimitz in support of Operation Desert Storm
 - *May 1992-June 1995*- Electronic Intelligence (ELINT) Analyst onboard EP-3E Aries I & II aircraft in support of Operations Deny Flight, Provide Promise, Deliberate Force, and Northern Watch
 - *March-June 1998*- Direct Support Analyst onboard USS Independence in the Persian Gulf in support of Operation Southern Watch
 - *November 2001-July 2010*- Electronic Warfare Instructor and ELINT Processing Analyst onboard USS Blue Ridge in support of Operation Enduring Freedom
- Awards: Air Medal (4) Operations Provide Promise, Deliberate Force, Allied Force, Armed Forces Service Medal (1) Operations Provide Promise, Deny Flight, Southeast Asia Medal (1) Persian Gulf War Support, Global War on Terrorism Service Medal (1)

EDUCATION

Bachelor of Science in Business

Awarded 2013

UNIVERSITY OF PHOENIX—Columbia, Maryland