

Karen Davisson

3617 Oakes Avenue, Apt B; Everett, WA 98201

206-795-9299 kmdavisson@outlook.com

SKILLS

- An analytic and innovative problem solver able to find creative paths to customer satisfaction.
- Delivering excellent point of contact customer service to the diverse peoples in the Greater Seattle Area.
- An active listener trained in crisis intervention by the Olympia Crisis Clinic to be level-headed in stressful situations.
- Able to manage projects from start to finish working independently or coordinating with people at all levels.
- Highly organized, creative, and efficient, with a meticulous attention to detail.
- Honest, reliable, and productive; able to adapt quickly, prioritize, and meet critical deadlines.
- Experience with transportation fare collection software such as ORCA and FareHarbor.

EXPERIENCE

City of Everett, Everett, WA

06/2021 to 09/2021

Jetty Island Kiosk Manager

- Use mobile device software to check-in the passenger manifest for each sailing.
- Support scheduling staff of 7 and be the first contact for staff with scheduling conflicts.
- Learned boating and earned Boater's Education Card to safely transport staff through shipping lanes.
- Served as primary point of contact customer service, open and welcoming, promoting the magic of Jetty Island.
- Effectively communicated knowledge about the program and policies to satisfy questions on the spot.

King County Metro Transit, Seattle, WA

03/1999 to 12/2019

Transit Operator

- Providing point of contact customer service and transporting a diverse public safely and on schedule.
- Develop respectful techniques for handling routine issues with equity and justice.
- Communicate successfully with the public with keen attention and clear language.
- Quickly adaptable to crisis mode while maintaining calm and leadership.
- Attend to the special needs of elderly, disabled, and ESL passengers.

Chelsea Station on the Park, Seattle, WA

06/1999 - 02/2003

Innkeeper

- Supervised housekeeping and service staff in a 12-unit hotel-style bed and breakfast.
- Oversaw guest services as concierge, host, and manager.
- Managed food service, its planning, preparation, and service.
- Resolved problems decisively and effectively.

Housewears, Seattle, WA

05/1996 - 03/2001

Independent Business Owner

- Sole proprietor of small business, designing and marketing an independent line of clothing.
- Gathered monthly and yearly business reports.
- Compiled and organized sales and marketing materials for print and online.
- Showed away in New York, San Francisco and Austin in showrooms and runways.

EDUCATION

- Bachelor of Arts, The Evergreen State College (03/1989)
- Associate of Arts, Seattle Central College (06/1987) h