

Coretta L. Davidson

50 Fennimore Avenue #2
Buffalo, NY 14215
(716) 348-0895 Cell
coretta.davidson@hotmail.com

Summary of Qualifications:

- 35 years experience providing excellent Customer Service
- 30 years experience in Banking/Financial Field
- 10 years experience in the Information Technology field
- 20 years experience in the Retail Field
- 30 years Computer experience
- Knowledge of various banking systems, Portrait, UltraFis15.0/TelNet, FSP (Financial Service Platform) and MESA (Menu and Security Applications)
- Pharos, AMX 220 (College Cashier System) Secure92
- STARS(Scholarship Tracking and Review System)

Skills: Proficient with Windows 2k Pro, Microsoft 2000, 2007, Vista, XP Pro, Server 2003, NT workstations, Track-It, GECS, Fax machines, Copier, Ricoh Printers, Color Scanners, HP 4N,5N, 4050,4100,4000, Cisco IP Phones, Dell OptiPlex PC: GX270, GX280, 745, Teller 21, CE Desktop, Hogan, HROnline, TimeOnline, SMART(Sales Reporting Management Tool), Cisco Jabber, MAPP, JPEX(Judgement Processing), CONCUR(Travel Expense Portal), TIPSONdemand(Supply Ordering System) Cash Vault Currency and Coin Ordering System

Education: **Erie Community College** **Buffalo, NY** **12/1994**
AAS in Office Technology Q.P.A. 3.71

Experience: **Assistant Manager** **Buffalo, NY** **5/2016-present**
Dollar General

- Provide superior customer service leadership; greet and assist customers, and operate cash register and scanner to itemize the customer's purchase.
- Open and close the store a minimum of two days per week.
- Assist Store Manager with scheduling employees, providing adequate training for employees, conducting safety meetings, and ensuring employee compliance with

- company policies and procedures. Provide superior customer service leadership; greet and assist customers, and operate
- Follow company work processes to manage merchandise, including receiving, unpacking, stocking, restocking and rotating merchandise on shelves and building merchandise displays.
 - Assist in maintaining accurate inventory levels by controlling damages, markdowns, scanning, paperwork, and facility controls.
 - Assist in implementation and maintenance of planograms; ensure merchandise is presented according to established practices and Store Manager direction.
 - Assist in ensuring financial integrity of the store through strict cashier accountability, key control, adherences to company security practices and cash control procedures; authorize and sign for refunds and overrides, count register tills, and deposit money in bank.
 - Assist with management of the store in the Store Manager's absence.

Merchant Teller
KeyBank, NA

Buffalo, NY 10/2014-04/2016

- Provide quality customer service
- Extensive knowledge of cash handling, check cashing, credit card advances, traveler's checks, money orders and savings bonds
- Familiar with ChexSystems, opening/closing CD's, savings/checking accounts.
- Completed all Compliance Regulations on annual basis
- Balanced daily
- Bonded
- Provide prompt and accurate customer transactions
- Process Night Drop transactions
- Order Supplies for branch use
- Order and/or ship Cash for the branch according to CashMaster
- Replenish and balance ATM
- Process Commerical Clients transactions
- Process Coin/Cash orders for Commerical Clients
- Backup to Leader Teller/Vault Teller

Teller
KeyBank, NA

Buffalo, NY 12/2013-10/2014

- Provide quality customer service
- Extensive knowledge of cash handling, check cashing, credit card advances, traveler's checks , money orders and savings bonds

- Familiar with ChexSystems, opening/closing CD's, savings/checking accounts.
- Completed all Compliance Regulations on annual basis
- Balanced daily
- Bonded
- Provide prompt and accurate customer transactions

Dispatcher

Cold Spring Cab Co.

Buffalo, NY

09/2013-09/2013

- In charge of ensuring that personnel, travelers and goods depart one location and arrive at another in a timely, effective and safe manner for both civilian and military operations.
- Answering called-in requests for cab service and sending the cabbies to the customer via radio, cell phone or computer.
- Assist drivers with directions to pickup locations and around closed streets and traffic pileups.
- When emergency assistance is needed by a driver, it is often the responsibility of the dispatcher to request required services.

Cashier

Tacoma Community College

Tacoma, WA

02/2013- 09/2013

- Provide quality customer service for all students and staff
- Daily cash handling, returns, and credit/debit card transactions
- Operates cash registers, maintaining the required accuracy
- Solved customer concerns promptly and effectively
- Knowledge and adherence to agency policies and procedures
- Participated on the College Scholarship Committee

Lead Retail Store Clerk

WA State Liquor Control Board

Tacoma, WA

12/2008 – 05/2012

- Provide quality customer service for the second highest volume retail outlet store in Washington State
- Daily cash handling, returns, exchanges and credit/debit card transactions
- Operates cash registers, maintaining the required accuracy
- Solved customer concerns promptly and effectively
- Assist customers in locating, selecting and purchasing merchandise
- Operated Point of Sale system on daily basis
- Knowledge and adherence to agency policies and procedures
- Enforce safety, health and security

- Verify legal age and sobriety requirements with 100% accuracy
- Conduct store inventory beginning to end, maintaining one of the highest Inventory Turn Ratios in the state for past 2 years
- Prepare Bank deposits, change/cash orders, daily reports, input payroll
- Perform maintenance and janitorial duties as required
- Insured all prices were current
- Trained new employees
- Spirit and wine product knowledge
- Receive, scan, and reconcile store deliveries
- Receive, fill and package wholesale orders on weekly basis
- Arrange/Stock supplies and merchandise on shelves and in displays
- Order stock and store supplies as needed to maintain shelf standards
- Display store products using successful merchandising techniques
- Balance daily

Sales Associate

JC Penney's

Tacoma, WA

9/2008-12/2008

- Greet customers/communicate promotional strategies
- Ensure a consistent quality store experience
- Perform price changes
- Take and process catalog orders
- Recover department after close
- Solved customers concerns promptly and effectively
- Operated computerized Point of Sale system
- Provide quality customer service

Service Technician II

Rainier Pacific Bank

Tacoma, WA

11/2004-9/2007

- Provide quality and consistent customer service for end-users.
- Administrative account-made sure all invoices was paid on time
- Scheduled and performed office moves
- Scheduled and performed equipment moves
- Install desktop application software
- Install operating systems
- Support custom and proprietary software
- End-user training
- Add/delete user accounts
- Used Track-it to track open tickets/requests
- Wrote detailed procedures when new hardware/software was

implemented

- Communicated system updates when system was unavailable
- Represented department during New Hire Classes
- Configured and provided support for CISCO IP phones
- Hardware Support for desktop, laptop, CD, USB drives, network cards, printers, servers, and scanners.
- Worked with /used following systems, Windows 2000, 2007, NT workstation, Server 2003, XP Pro and Vista
- Software Support for MS Office, Access, Excel. PowerPoint, Word, Outlook and Internet Explorer
- Knowledge various banking systems, Portrait, MESA, TelNet/UltraFis 15.0, and FSP
- Completed all Compliance Regulations on annual basis
- Bonded

Branch Service Associate

Rainier Pacific Bank

Tacoma, WA

1/1998-10/2004

- Provide prompt and accurate customer transactions
 - Provide quality customer service
 - Experience in wiring monies following Federal Wire guidelines and OFAC
 - Extensive knowledge of cash handling, check cashing, credit card advances, traveler's checks, money orders and savings bonds
 - Cash Vault /ATM teller, responsible for balancing and ordering cash
 - Familiar with ChexSystems, opening/closing CD's, savings/checking accounts.
 - Assist customers with setting up Bill Pay and Online Banking
 - Implemented Fraud Guru's group, insuring that all branches were aware of recent scams, versa checks, washed checks, counterfeit checks and cash
 - Assist Fraud Investigator with minor projects
 - Attended Fraud seminars,
 - Conducted Fraud presentation to New Hires
 - Conduct and assisted with Branch audits, quarterly meetings
 - Mentored all new employees
 - Assisted with interviewing new candidates
 - Prepared weekly meeting agendas, staff schedules, audit and approve timecards
 - Coached co-workers in resolving situations with customers and/or each other
 - Person in Charge, for 3 months, to ensure branch ran smoothly until Manager returned or one was hired.
 - Completed all Compliance Regulations on annual basis

- Balanced daily
- Bonded

Call Center Rep

Rainier Pacific Bank

Fife, WA

7/1997 –12/1997

- Provide prompt and accurate customer transactions
- Extensive product knowledge and service availability
- Consistently met referral goals
- Completed all Compliance Regulations on annual basis
- Provide quality customer service

Honors:

- Phi Theta Kappa since 1990;
- Dean's List 1990-1994;
- Who's Who in America's Junior Colleges 1991-1993;
- EPIC (Enthusiasm, Participation, Interest and Cooperation Award), 1994
- Service Excellent Award, Rainier Pacific Bank, 2002-2004
- Serving Communities, Selling Responsibly, WA. State Liquor Control Board, June 2012

Additional

Information: United States Air Force Honorable Discharge, 1981
Air Force Outstanding Organizational Unit Award