

# Shaleece Davis

Denver, CO 80247

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experience. Recognized for reversing downward spirals by building customer relationships and meeting consumer expectations. Adept at working quickly and maintaining professionalism while meeting high demand.

## Work Experience

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### **RSA**

AAA CO - Denver, CO

February 2021 to Present

- Helping customers quickly and retaining information about personal accounts.
- Data entry
- Keeping call flow time limits
- Net suite
- Soft phone

### **Assistant Store Manager**

Mindful LLC - Aurora, CO

August 2017 to June 2019

Met or surpassed business targets regularly through employee engagement and forward-thinking planning.

Assessed job applications and made hiring recommendations to bring in top candidates for support and key badges.

Trained employees on METRC and FLOWHUB.

Maintained and upheld all state laws and regulations

Opened and closed store.

Ordered product

Ordered cash, and dropped deposits.

Check and Accept Manifest

### **Customer Service Representative**

Green Solutions - Aurora, CO

April 2017 to August 2017

Sold flowers, concentrates and edibles in fast-paced environment.

Restocked supplies and arranged displays.

Accurately read, understood, and carried out written instructions.

Verified acceptable forms of ID.

Lead multiple group tours with-in the grow and store front.

### **Pawn Broker**

EZ Pawn Corp - Lakewood, CO

August 2015 to January 2017

Organized store shelves to display most attractive inventory.  
Performed store open and close procedures as part of shift responsibilities.  
Greeted incoming customers and offered to evaluate and assess items for appraisal.  
Assisted clients with merchandise questions regarding musical instruments, jewelry and electronics.  
Checked payment verification and applications for pawn loans, carefully examining paperwork to prevent fraud or theft issues.

## **Copy and Print Specialist**

Office Depot - Aurora

April 2013 to May 2015

CO

Trained employees on proper procedures for handling money, printing photographs and restocking supplies.

Provided high level of assistance to customers regarding special photo projects.

Implemented time-saving methods, which enabled photo lab to run more efficiently.

Performed opening and closing procedures to keep operations running smoothly.

Updated tags, displays and signage for special promotions.

## Education

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### **High School Diploma**

Community College of Aurora - Denver, CO

September 2016

## Skills

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- SKILLS
- POS systems operations
- Cash Handling
- Relationship building and
- Customer service management
- Rolling joints
- Order management
- Packaging products
- Staff management
- MED Regulation knowledge
- Community outreach
- Pricing
- Retail Management
- Store Management Experience
- Order Entry
- Assistant Manager Experience
- Inventory Control

- Computer literacy
- Basic math
- English
- Customer service