

ERICKA COLE

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OBJECTIVE

I am seeking a position within a company where my experience can be utilized in a variety of ways, where there is potential to expand my knowledge and grow with the company.

SUMMARY OF SKILLS

Proactive, relationship building
Excellent interpersonal, analytical and organizational skills
Teambuilding, foster a positive productive work environment
20+ years of Customer Service
Self-motivated
Complaint handling and resolution
Proficient in Microsoft Office, Excel, Publisher and Outlook

EXPERIENCE

01/16-Present

Head Clerk and Bookkeeper, **Safeway**

Prepares personnel schedules to ensure proper coverage of store
Performs all duties as an associate while functioning as Head Clerk
Assist Store Managers in maintaining the store, regularly communicates with store managers to discuss strengths, opportunities, and trends in business
Create a welcoming environment for the customers
Process payroll, prepare daily deposits
Provide direction, support and ongoing feedback to staff
Enforces all company policies and procedures, including health, safety, and security
Assists in hiring to the needs of the business, actively recruiting to ensure open positions are filled quickly
Conduct surprise drawer audits

12/14-8/15

Administrative Assistant, **RMS Cranes, Anadarko**

Compose routine correspondence by typing reports, letters, tabulations and other material from copies, rough drafts and emails
Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques

Maintains workflow by studying methods; implementing cost reductions; and developing reporting procedures

Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting order for supplies; verifying receipt of supplies

Schedule appointments

Answer and route phone calls and distribute incoming mail

10/13-12/14 Risk Management Coordinator, **Advantage Bank**

Reviewed daily reports for suspicious activity, conduct research, note findings and escalate to BSA Officer when necessary

Conduct monitoring on all High Risk accounts monthly All monthly activity were reviewed and all findings documented

Reviewed and processed Writ of Garnishments, Levies, Summons, Subpoenas and Bankruptcy notifications

Conduct surprise Branch audits at the other Northern Colorado branches

07/05-10/13 Branch Operations Officer, **Bank of Choice**

Accountable for soliciting business accounts and developing strategic alliances with clientele

Develop tactics to increase assets and profitability within a territory consisting of sixteen banks throughout Northern Colorado

Supervise, counsel, cross-train, coach and mentor tellers and new account staff
Provide on-going training and opportunities to staff

Complete Knowledge of teller audits, records of proof, ordering currency and coin for branch, monitor and maintain appropriate cash levels, branch capture, banking compliance, opening and closing of branch and consumer loan experience

Cross-sell banking services and products to clientele

Participate in community events to position bank as a leader within the community

1996-2005 Lead Teller and New Accounts Representative, **Union Colony Bank**

Lead Teller: I was responsible for cash audits, daily cash reconciliations, ordering currency and coin, verify shipments from Federal Reserve, monitor cash levels

New Accounts Rep: I was responsible for identifying customer account needs, cross-sell bank products and services, opening and closing of accounts

EDUCATION

1995-1998 General Studies, Front Range Community College

REFERENCES

References upon request