

DERRICK M. DIXON

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OBJECTIVE

To obtain a position in which I can utilize and enhance my work experience and personal and professional skills.

WORK EXPERIENCE

First Citizens Bank - Supervisor - Teller Services 08 - Present | Charlotte, NC

- 100% score - No Comment Audit Internal Ctrl's 2009
- #1 Branch for Mecklenburg Area
- # 2 Branch Entire First Citizens Bank - Sales/Loans

Wachovia N.A - Assistant Financial Center Manager/TM 06 - 08 | Charlotte, NC

- Lead staff objectives in sales/referrals/balancing/career pathing
- Vault Custodian, Payroll Manager

Ballantyne Resort Golf & Spa - Chief Concierge 04-06 | Charlotte, NC

- Implement City-wide system of information for guest use
- Managed Schedules and staffing for events.

Hilton/Hampton Inn - Assistant General Manager 03-04 | Pineville, NC

- Accounts payable/receivable, Payroll
- Moved national ranking for service from 505 to 132

Marriott International - Assistant General Manager 00-03 | Norcross, GA

- Highest GSS 3rd & 4th Qtr 2001 Southeast Region
- Highest profit margin, lowest occupancy 2001 1-4 QTR

Marriott International - Guest Service Representative 97-09 | Charlotte, NC

- Front Office, Restaurant, Housekeeping Team Leader
- Payroll, Accounting, Budget

HBE Corp, Adam's Mark Hotel - Executive Assistant 96-98 | Charlotte, NC

- Expense reports
- Travel coordinator

IGA Foodliner - Administrative Assistant 94-96 | Pageland, SC

- Payroll, Banking
- Accounts payable and receivable

SKILLS

- Hospitality and Tourism – Guest Services
- Assistance with Customer Inquires and Complaints
- Proficient with Microsoft Windows Operating System
- Proficient in Microsoft Office Suite including: Word, Excel, PowerPoint, and Outlook
- Adobe Acrobat Reader and Editor
- Internet Explorer, Firefox, AOL, Safari, MSN, etc.

EDUCATION

Wingate University • General Studies 97 - 98 | Wingate, NC

HONORS & AWARDS

- 1999 "Associate of the Year" Marriott International
- Charlotte Philharmonic Chorus
- American Idol

References available upon request