

See how Tanesha started her banking career! 🙌



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After working with Goodwill, Tanesha launched a new career as a bank teller.

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“Taking the class taught me so much more about how to handle situations. I learned how to de-escalate situations, and I learned how to listen to customers.”

Tanesha

Goodwill's Customer Service Experience Course

Meet Tanesha

Today, Tanesha is working at her dream job as a teller at Carolinas Telco Federal Credit Union. But her pathway to success wasn't easy. As a mom of two, Tanesha worked at McAlister's Deli for nearly nine years before she was introduced to the [Rise 2 Work](#) program by Central Piedmont Community College, where she was taking courses to obtain her associate's degree.

"I was going to CPCC at the time to take my associates, I was failing a little bit and I needed a better job," Tanesha said.

Rise 2 Work Program

[Rise 2 Work](#) is a grant-funded partnership between Central Piedmont, the Mecklenburg County Department of Social Services, and the North Carolina Division of Health and Human Services that connects low-income residents with the education and training opportunities they need to secure a better-paying job or family-sustaining career.

Through this program, Tanesha was introduced to Goodwill.

Enrolling in Goodwill University

Through [Goodwill University](#), Goodwill's job training division, Tanesha took the [Customer Service Experience course](#) and learned about customer dynamics and how to interact with customers from a new perspective.

*"I was already working at McAlister's Deli for eight to nine years, so I knew a lot, but **taking the class taught me so much more as far as being a customer and how to handle situations.** I learned how to de-escalate situations and I learned how to listen to customers," she explained.*

Working with a Career Navigator

In addition to courses, Goodwill participants also receive [wraparound services](#).

They have access to family stabilizing services and are assigned a Career Navigator and Employee Engagement representative, which Tanesha believes changed the trajectory of her career.

"I didn't know after the class that the career navigator would reach out to me because I thought it was just a class that we take, we get a certificate and we're

*done," she said. "When I met with Antonia "Toni" Voliton and Valerie Matthews, I would tell them what I was looking for and Toni sent me some modules on how to interview and then helped me with my resume. **I think those were two big things that I was missing when looking for other jobs.**"*

Landing a Dream Job

Tanesha always felt like she was qualified for banking positions but was missing the tools needed to land the job. With Toni and Valerie's support, persistence and guidance, she landed her dream job at the credit union.

*"Through LinkedIn I filled out an application for the credit union, I sent in a resume that I had been working on, and **when they called me for an interview, I used everything that I had learned from Toni. I was able to go to my interview and use what I learned, and I got hired the same day.**"*

Tanesha began her job as a bank teller and has loved it ever since. Tanesha has taken a hiatus from school but plans to return in the fall. She said, *"it was a risk that I had to take, and it put me in a better position."*

Find Your Pathway to Prosperity

[Training courses](#), like the one Tanesha took, are offered free of charge thanks to the community's donations and purchases. You can find your path to success with Goodwill, too.

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