



FIRST FEDERAL SAVINGS BANK

USER SPOTLIGHT

# Kashona Dotson

*nCino Administrator and Configuration Ninja*

## About






Headquarters

**Evansville, IN**

Asset Size

**\$429 million**

nCino Solutions

-  Commercial Banking
-  Customer Engagement
-  Treasury Management  
Sales & Onboarding

## Get to Know

Kashona Dotson is the AVP of Commercial Lending and nCino Administrator at Indiana-based First Federal Savings Bank.

When the nCino Bank Operating System was implemented at her institution, Kashona was tasked with building customizable reports and dashboards, which centralize data from a financial institution's core and other siloed systems into compelling visuals that provide a 360-degree view of the entire customer relationship in real time.

Since then, Kashona has continued to build her skills and has configured several features of the platform, further improving the Bank's processes, increasing efficiency, saving the Bank money and giving them the ability to respond to customers more quickly.

*"The nCino Bank Operating System gave us a competitive advantage because it allowed us to leverage the capabilities of a worldwide fintech company within our small community bank."*

– Kashona Dotson

*nCino Administrator and Configuration Ninja*



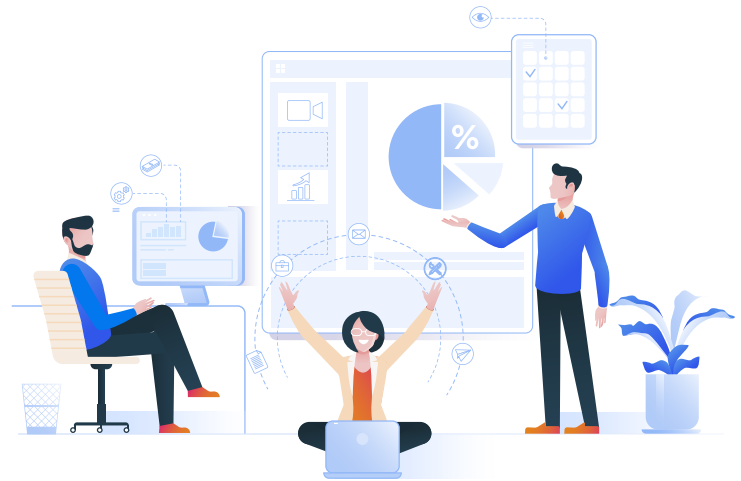
## We Asked, They Answered

### What was your role at the Bank prior to becoming an nCino administrator?

I was a commercial loan processor mainly responsible for loan documents and booking. When nCino was implemented, I was drawn to its advanced reporting capabilities and ended up being the go-to person for building reports. I love helping people and problem-solving, so becoming an nCino admin seemed like a natural progression.

### What was the first nCino project you configured?

My very first project was to create a process that could record returned items and have an electronic approval process. It was literally just two custom objects, an approval process, and several formula fields. We are still using it to this day. I correlate with our success engineer when I need help, and I attempt to build out the new features myself when I think they will be beneficial.



### What are some resources you use that are helpful as you plan and configure?

Community, Community, Community. The knowledge articles are number one in walking you through the essential parts of configuration. You can always tinker with the customization, but without a framework from a pro, it would take ages to get all the pieces to actually work. nCino's Community and Knowledge articles are so helpful! You can simply search the Knowledge articles with the text of your error and get a tested solution.

### Where do you expect to see further efficiency gains moving forward?

As we configure and integrate Spreads, we will take another step toward system consolidation. I think this will quicken the underwriting process and prevent analysts from having to spend so much time keying numbers. They will be able to focus more on analyzing and coaching the lender through collecting financials.

### What advice would you share with other institutions or admins as they begin their nCino journey?

Utilize the resources that are available to you! Also, listen to your colleagues. A lot of the configurations I've managed would have been ordered regardless, but because my colleagues feel empowered to voice their ideas and opinions on how to make the process more efficient, we have a flexible and efficient process that really allows us to customize the platform to what we need.