**Eneka Fateen**

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**Skills**

|  |  |  |
| --- | --- | --- |
| * JavaScript * HTML * CSS * Python | * SQL * Node,js * ReactJC * Redux | * Problem Solving skills * Communication skills * Interpersonal skills * Accounts Receivable (AR) |

**Projects**

**Movie Database**

https://github.com/Eftn/Movie-DataBase

* Python / PostgreSQL database that is used to pull data from an API and save the data to a personal list.
* API //OMDBAPI
* User Login, Register Form, Authentication
* Create, Add, Delete and Update.

**Experience** 08/2021 - Present

* An 800-hour course covers key aspects of front-end web development, back-end web development, databases, and data structures and algorithms.
* Modules include learning resources, practice exercises, projects, and career-related coursework. –
* Web Development, JavaScript, DOM Manipulation, Event Driven Programming, Git/Terminal/Github, Modern JavaScript and Testing, AJAX, jQuery, ReactJS, Redux, SQL, PostgresQL, Flask, Node, Express, Data Structures and Algorithms.

**Professional Experience**

**AutoAssure** Plano Texas 09/2012 - Present

Collections Manager

Managing a staff of collections service representatives that assist customers, negotiate payment plans and minimize loss.

* Supervises and coordinates activities of staff engaged in customer service activities.
* Plans, prepares, and devises work schedules according to workloads
* Create new strategies and method to increase the marketing of Collections and Revenue.
* Improves customer satisfaction and call quality by monitoring calls and providing feedback.
* Manages performance objectives of staff. Observes and evaluates performance, and provides and documents performance feedback through side-by-side coaching, goal setting and performance reviews.
* Appropriately addresses human resources issues, such as attendance and interpersonal conflicts in the workplace.
* Analyze and review reports in the database for accuracy for multiple departments to ensure compliance is met.
* Communicates with other departments and management to resolve problems and expedite work.
* Resolves accelerated complaints and answers questions of customers regarding services and procedures.
* Other duties as assigned.

**HLP Solutions (Real Estate Disposition Corporation),** Plano Texas 06/2010 – 09/2012

Collections Operations Research Analyst

Collect, organize and analyze data from a variety of sources, determine best practices for the method of analysis based on the problem at hand, and develop practical solutions using analysis, simulations, predictive modeling to advise managers and executives on best practices.

*Operations Research*

* Support working groups, technical exchange meetings, and facilitation of meetings
* Create visual representations to communicate key trends in qualitative and quantitative analysis
* Develop and present briefings and participate in community meetings for respective assigned topics/studies
* Develop recommendations to senior officials across multiple technical, organizational and policy topics
* Develop analytical tools to process large and/or unstructured datasets; conduct statistical; conduct budget analysis

*Collections*

* Handled Inbound and made Outbound Calls in a busy Call Center
* Serviced accounts with active loan modifications, active foreclosures or short sale
* Managed a past due list ranging from 800 – 1500 accounts on a monthly basis

**MetLife Home Loans**, Irving,Texas (3/2009 – 3/2010)

Operations Specialist//Collector II

Contacts customers to inform of delinquent loan payment, determines reason for delinquency and obtain commitment to pay. Advises customer on obligation under contract, consequences of delinquency and offers appropriate options for payment

*Operations Research*

* Conduct budget analysis; develop data visualizations
* Develop analytical tools to process large and/or unstructured datasets
* Support planning, execution, and authoring of strategic studies and program evaluations
* Document clear and concise observations, findings, and other analysis in support of decision making
* Conduct statistical analysis
* Conduct research and advise on evaluation design and scoping efforts of criteria in multiple intelligence disciplines and functional areas

*Collections*

* Set up repayment plans to cure the delinquency balance, executed outbound calls averaging 150+ daily
* Answered Inbound calls in a busy Call Center environment
* Resolved escalations involving, Foreclosures, Deed in Lieu’s, Short Sales, modification and Total amount due

**Adecco (Bank Of America home loans)** Dallas, Texas 3/2008- 3/2009

Operations Retention Specialist//Collector II

Typically aligned with the routine outbound collections calling process and frequently requires guidance on non-routine situations. Primary responsibilities are collections, customer servicing and other loss mitigation or recovery activities

* Contacted delinquent, charged-off, or high-risk customers in order to secure payment and determine reason for delinquency on active loan/credit card accounts
* In the recovery area, collectors will work with customer to establish full balance repayment plans or settlements.
* Worked an established list of accounts on an automated collections system and/or auto dialer.
* Resolve routine billing inquiries and negotiate payment arrangements to cure delinquent accounts. Understands and educates customers on account terms and alternate payment programs and methods.

**Education**

Dallas Can Academy (2007) Diploma

Springboard – Software Engineering Program, Certificate August 2020 – present