

Amanda L. Brady
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318 Brotherhood Ln.
Tigerton, Wisconsin 54486

Skills

Commitment to delivering best in class customer service
Professional written and verbal communication
Extensive knowledge of Microsoft products
Excellent organization skills, including prioritizing and meeting deadlines
Strong team player and ability to work independently
Advanced key-boarding and 10-key

WORK EXPERIENCE

Tigerton Elementary School

3/03/2018-Present

Tigerton, Wisconsin

Paraprofessional and Office Assistant

Completed Paraeducator training
Assist teachers in student learning and activity in grades K-5
Supervise up to 90 kids during playground activities
Cover all office duties including answering phone calls and parent questions, filing paperwork, completing order requisitions and placing supply orders as needed.
Utilized the Zones of Regulation to implement a new sensory room program within the school

US Bank

5/01/2018-2/28/2020

Oshkosh, Wisconsin

CLLO Indirect Boarding Operations Manager

Worked in conjunction with internal business partners
Collaborated with co-managers to create and review changes to our processes
Managed team in tandem with other leadership throughout the business line
Took an active role in the day to day function of the staff to ensure business production and quality goals are being met at the team level
Administered corporate policies and procedures and ensure compliance with applicable laws and regulations
Collaborated with HR for employee related matters
Facilitated monthly staff meetings to communicate department updates as well as weekly team huddles
Met with staff to hold quarterly and yearly reviews

US Bank

6/01/2016-5/01/2018

Oshkosh, Wisconsin

CLLO Indirect Boarding Work Coordinator

Tracked daily productivity and quality of work to provide coaching for up to 30 employees
Interviewed processor candidates
Facilitated weekly one-on-one discussions during Skills Development sessions
Developed and managed a new Cross Function team to support another department
Trained new members of the Cross Function team
Collaborated with the peer department for Cross Function team's assistance
Tracked training progress and department onboarding of employees which included the creation of spreadsheets
Reviewed Performance Manager and timecards for accuracy
Lead team huddles and assisted in problem solving sessions

US Bank

10/08/2013-6/01/2016

Oshkosh, Wisconsin

CLLO Indirect Boarding Consumer Loan Servicing Specialist

Entered data for vehicles on loan and lease

Reviewed files and documents for accuracy

Designated department peer mentor

Reviewed and completed Problem Resolution files for absent coworkers

Took initiative to volunteer for projects and lead group activities

Participated in the morale committee and provided communication to the team via emails as well as during staff meetings

Experience in research, training, doc stamps and rebooks

Worked on improving FAQ support document as necessary