Enahoro Imanatue

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**OBJECTIVE**

To work with an organization looking to use my strong leadership, administrative, and project management skills working in a fast-paced environment to benefit mutual growth and success.

**PROFESSIONAL HIGHLIGHTS**

* Ranked # 1 out of 16 teams in premier for the months May and June 2018
* #1 team out of 158 teams for the month December 2015
* Star performer in 2013 for exceeding and achieving set expectations
* Seven times Top Ten Banker for 2013
* Rising star candidate 2014 for being a level 5 performer for the entire year
* Thorough knowledge of call center management tools, call center monitoring software

**EXPERIENCE**

**WELLS FARGO**

**Mortgage Processor 3 July 2009 – April 2021**

* Evaluate application information for HELOC loans
* Collect necessary documents and verify all details before sending application to underwriter
* Contact vendors, analyzing income, tax, and property income documents

**Premier/Consumer Team Lead (PB4) Sept 2015 – July 2019**

* Coaching and mentoring phone bankers
* Identify and recommend areas of opportunity to increase performance
* Resolve escalated customers concerns
* Partner with leaders, peers and team members to identify opportunities to improve performance and share best practices

**Operation Specialist (PB3) Dec 2014 – Sept 2015**

* Responding to escalated inquiries/complains to figure out solutions
* Provide floor support throughout the center

**Premier/Consumer Phone Banker Oct 2011-Dec 2014**

* Match products and services to enhance customers relationship
* Work with banks high value customers
* Spend nearly 100% of time taking calls helping customers meet their financial goal
* Handel customers call with a friendly and courteous touch
* Achieve aggressive sales goals which are measured often throughout the day

**First Bank of Nigeria**

**Teller/Lead Teller Feb 2007-Mar 2011**

* Ensured al tools needed are available for tellers to perform their duties
* Analyzed and audited all daily teller check out and provided recurring training when necessary
* Call customers who default on their loans
* Market new products to customers

**EDUCATION**

* **Arizona State University Aug 2017-Present**
* **GLENDALE COMMUNITY COLLEGE Aug 2012 – Jun 2015**

Associates Degree in Business 3.60

* **AUCHI POLYTECHNIC AUCHI NIGERIA Aug 2003 – Dec 2005**

Associates Degree in Mechanical Engineering 3.24

**SKILLS**

* Virtual Library knowledge
* CIV/Hogan skill
* Workforce Scheduling System
* NICE call recording/Softphone
* Microsoft Office/ Microsoft Word/ Microsoft PowerPoint
* Excellent verbal, written, and interpersonal communication skills