

Augustus Secrest

Proactive and self-driven professional, deeply motivated by data and consistently demonstrating initiative in work. My expertise lies in effortlessly delivering results, whether it involves analyzing intricate data sets, leading cross-functional teams, or tackling complex problems with strategic solutions.

Contact

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Phone

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WWW

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LinkedIn

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Skills

SQL Queries

Critical thinking and analytical skills

Microsoft Office

UX & UI

Problem Solving

Tableau & data visualization tools

HTML, CSS & R

Banking and payment operations experience

Work History

2023-07 -

Current

Personal Banker (SAFE) NMLS#2211918

Wells Fargo, Myerstown, PA

- Customer Relationship Management: Expert in building, maintaining, and enhancing customer relationships with proactive solutions.
- Financial Product Knowledge: Deep understanding and alignment of banking products with client financial goals.
- Regulatory Compliance and Risk Management: Strict adherence to financial regulations with a focus on fraud prevention and risk management.
- Sales and Referral Expertise: Skilled in identifying client needs, boosting sales, and effective partner referrals.
- Operational Efficiency: Efficiently managed operational tasks, prioritizing high-quality service and customer issue resolution.

2021-07 -

2023-06

Senior Mortgage Loan Processor (SAFE) NMLS#2211918

Wells Fargo, Remote, PA

- Established Net Promoter score of 100%, which is 37% higher than the 63% average.
- Increased Net Loyalty score to 93%, which is 36% above the 57% average.
- Approve to deny ratio of 83%, which is above the 75% average.
- Possesses a thorough understanding of traditional and government loan programs.
- Reviewed financial statements and contacted institutions and customers to clarify details.

Verbal, written, and interpersonal communication skills

Peer collaboration and teamwork

Leadership & Management

Corporate lending practices

Customer service

Philanthropy

Boys and Girls Club of America

Hobbies

- Writing
- Blogging
- Marketing
- Brazilian Jiu Jitsu
- Boxing
- Hiking
- Mountain Climbing
- Kayaking

Education

2014-08 - 2018-10

Business Marketing

Indiana University of Pennsylvania - Indiana, PA

- Member of Phi Kappa Psi fraternity
- Organized philanthropic events for Boys & Girls Club of America
- Held various leadership

2020-01 -
2023-05

Marketing Data Analyst

A.L. Secrest (Contract), Remote, PA

- Proficient in writing SQL queries and performing data manipulation tasks to extract insights from datasets.
- Skilled in data analysis and visualization using tools such as Excel, Tableau, and Power BI.
- Created various Excel documents to assist with pulling metrics data and presenting information to stakeholders for concise explanations of best placement for needed resources.
- Increased traffic by an average of 52% quarter over quarter by providing valuable information for clients to make business decisions.
- Produced monthly reports for stakeholders using advanced Excel spreadsheet functions.
- Utilized data visualization tools to effectively communicate business insights.

2018-10 -
2021-07

Logistics Specialist

White tail Disposal, Perkiomenville, PA

- Coordinated administrative support and logistics for routine activities and special projects.
- Improved employee performance by coordinating workflow and implementing performance incentives.
- Assisted vendors and customers regularly, using administrative expertise to solve diverse problems.
- Reduced company overhead by optimizing routes.

2011-01 -
2014-03

Infantryman

US Army, Schofield, HI

- Team leader.

positions

2022-11 - 2023-03

Data Analytics

Google - Remote

- Aided in combat operations planning and implementation by leveraging knowledge and troop training.
- Enhanced group performance by expertly training incoming soldiers on current weapons systems.
- Supported contact, reconnaissance, and security missions as member of fire team.