

EMPLOYEE SPOTLIGHT: LIQUENDA ALLOTEY

by Christina Hladun

Whether it's immigrating to a new country or working with FIS desktop, FNFS Foreclosure Manager Liquenda Allotey adjusts to change with the panache of a true professional.

Liquenda came to the United States from the West African country of the Republic of Ghana in February 1997. By June of the same year he embarked upon his career with FNFS (then Northwest Mortgage Services) as a mailroom clerk, distributing mail to co-workers.

Even though it was a very different position from his previous one, as an Assistant Research Officer with the Food Research Institute of Ghana, Liquenda offered that he enjoyed every moment of it due to his belief that you should always do your best and make your job fun.

Liquenda quickly adapted to his new role, but the frigid Minnesota weather was more difficult to get used to. "Emigrating from a place with an average temperature of 90 degrees to the sometimes negative temperatures in Minnesota was difficult," he admitted. He added that he quickly learned the importance of dressing properly.

With the initial wardrobe hurdles cleared, Liquenda set to work learning the ins and outs of the company he was now a part of. Less than a year after being hired, he was promoted to a Financial Specialist. This new job outline included preparing and auditing bidding instructions, judgment figures and VA 567s.

Liquenda received another promotion in March 2000, this time to Foreclosure Specialist, when Fidelity acquired the HomeEq outsource business. He was one of three employees to handle the portfolio, a process he describes as being very exciting.

Subsequent promotions followed: Foreclosure Team Lead in October 2000, Operational Analyst in September 2002, and Foreclosure Supervisor in March 2003. In October 2003, he

was promoted to his current position of Foreclosure Manager. "Communicating with clients and attorneys to resolve foreclosure issues is what I like best about my job," Liquenda explained. He added that having been through several other foreclosure case management systems, none comes close to FIS desktop Process Management. "I love NewTrak [FIS desktop]," he stated simply.

Liquenda's talent in handling attorney and client foreclosure issues is also noted and acknowledged by his fellow workers.

"There is something that has always been consistent with Liquenda, which is his genuine commitment to working with both attorney and client to get things resolved. Just the nature of this business can sometimes be tense and stressful, but Liquenda never waivers from his calm demeanor and willingness to help others. He ensures that the needs of clients, fellow workers, employees and attorneys are met," said Lynn McNamee, VP, Foreclosure Attorney

Management. "I have had the pleasure of working with Liquenda throughout my 5-year career at Fidelity. I am very proud to have Liquenda on my team and part of the Fidelity family," she added.

When he's not busy resolving foreclosure issues, Liquenda is spending time with his wife Shamera and their children: Laurenda, Linda, Loretta and newborn son, Leon. He especially enjoys helping his children with their schoolwork so that someday they will be able to take advantage of the same opportunities he has since arriving in the United States.

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(RIGHT): Liquenda recently spoke to a local 3rd grade class that was studying Africa. Liquenda explained that, when he was a child in Ghana, they decided that children were old enough to attend school when they could reach their arm over their head and touch their ear. Prior to the age of 5, it is physically impossible to do this. Because birth records are rare, this test is used to determine if a child has reached the age of 5 instead of birth dates.

