

# **Toumeng Yang**

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I work well independently and also work well in a team! I enjoy continuously learning and would love to improve myself as an employee through your company! I am appreciative of any opportunity that you will offer me!

## **Experience**

### **Quality Assurance Analyst Processor - Symetra Life Insurance - January 2023 - June 2023**

- 2nd-level review process for written and completed life insurance cases done by case managers.
- Notate and make occasional auditory corrections on case files.

### **Loan Document Processor - Wells Fargo - June 2019 - December 2022**

- Process and close loans sent in from dealership partners.
- Perform and support in a variety of loan document processing duties.
- Manage personal and shared pipeline of deals.
- Provided guidance and training to new and current processors.
- Work with dealerships and team members to ensure high accuracy prior to closing deals
- **Project Assist: Customer service representative - Assisted customers with information on receiving checks on overpaid loans.**
- **Project Assist: Repo administrator - Completed and processed first level review on accounts that were eligible for repossession.**

### **Front end - Cub Foods - July 2022 - September 2022**

- Customer Service Manager - Managed team and ensured customer satisfaction
- Customer service desk - Assisted customers with sending and receiving MoneyGram, making money orders and lottery sales.
- Customer service bookkeeping - Balanced Moneygram, MoneyOrder, and lottery sales.
- Online order fulfillment - Completed customer orders placed online
- Self check-out - Managed self checkout lanes, assisted customers with self checkout and also ensured customers were not committing theft.
- Cashier

### **Mortgage/Auto document - Masterson/Wells Fargo - December 2018 - May 2019**

- Receive shipments of loan documents from dealerships.
- Processed, scanned and indexed documents to a shared system to be viewed during the closing funding process.
- Processed mortgage documents to be sent to physical storage as a secondary function.

### **Pharmacy Technician - Alorica/CVS - December 2016 - August 2017**

- Processed prior authorizations submitted by specialized medical staff. Ensured that authorization stipulations were met before approving for patients.
- Answered calls and worked with medical staff to process urgent authorizations patients.

#### **Quality Assurance Tester - Activision/Blizzard - June 2016 - November 2016**

- Tested project “Call of Duty: Infinite Warfare” prior to its release.
- Tested campaign, multiplayer, zombies, local play for any game breaking bugs or glitches and then reported with detailed steps for developers to recreate and fix.
- Worked on Zombies “Easter egg story”.

### **Education**

University of Minnesota/Edx Bootcamp - Studying Full-Stack Web Development - 2023

Minneapolis Technical and Community College - Studied Biology - 2014 - 2015

Patrick Henry High School - General Degree - 2011 - 2014

### **Skills**

- Coaching / Training      - Detail oriented
- Fast learner                - Microsoft Office                      -Teamwork and collaboration