

David E. Pedraza

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OBJECTIVE

Utilize my education and experience, as well as my interest in financial services, to maximize the company's financial growth, optimize the company's future, and ensure its corporate citizenship.

CAREER HIGHLIGHTS AND EXPERIENCE

Wells Fargo, Technology and Operations

Wire Transfer Specialist/ Customer Service Rep III (May 2018-Present)

- Provided fast and pin-point accurate wire transfers for both our consumer and business customers in both the English and Spanish market, while mitigating risk and potential fraud losses for Wells Fargo. Also assisted multiple departments such as Treasury Management, Wholesale Banking, and Global Banking, with wire investigations and SWIFT/FED service message interpretation. Assisted with training new team members to learn and navigate MTS, PEGA, and HOGAN.
- Provided guidance to multiple team members when they had inquiries about OFAC sanction related wires, profile set up for our customers, originator information from other financial institutions, and clarity on investigative cases.
- Administered full transparency to our customers by complying with Dodd Frank regulations, fulfilling risk and compliance obligations, as well as Foreign Exchange policies to provide preferred exchange rates for customers executing wires over \$100,000 in foreign currency, or any customer belonging to the Private Bank.

Wells Fargo, Regional Banking

Bank Teller (February 2017- May 2018)

- Created tailored customer experiences, fine-tuned with Wells Fargo's vision and values, to facilitate financial transactions. Mitigated risk by using different tools such as OIB to validate checks and by studying the customer's body language to determine their intentions within the branch. Advised on and contributed as a member of a team that pioneered the Change for The Better plan, which focuses on doing what is right for our customers and placing our customer's financial needs as our first and foremost priority.
- Maintained consistency in ensuring compliance with all operational regulations, sales and service processes, policies, and procedures.
- Brought together a tailored customer experience with a focus on financial loss prevention, risk management, and financial solutions to facilitate transactions for our customers.

EDUCATION

University of North Carolina at Charlotte

Major: Business Administration in Finance, Graduated 2020, Cum Laude

Relevant Course Work:

- Investments
- Strategic Management
- Risk Management and Insurance

Gaston College, Associates Degree in Science

SKILLS

- Proficient in MS Excel, MS Access, MS PowerPoint, MS Word
- Fluent in Spanish and English
- Completed 75Hard