



# Taylor mommer

Dell Rapids, SD 57022

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## professional summary

Reliable candidate ready to take on challenges using problem-solving and task prioritization skills to help team succeed.

Dedicated professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

## experience

### Executive Office Case Specialist

February 2021 - Current  
Wells Fargo Bank

- Determine appropriate course of action and conduct investigative steps to fully identify customer issues
- Perform complex administrative and customer support tasks by managing daily schedules, and providing work direction to the team
- Assist in setting performance standards and recommend process or policy improvements to enhance customer satisfaction.
- Provide subject matter expertise and interpretation of procedures to less experienced individuals
- Respond independently to complaints escalated at the highest level while interacting with internal and external customers to resolve complaints.

### Loan Servicing Specialist

November 2017 - February 2021  
Wells Fargo Bank

- Support Operations in completing larger and more complex business, operational, and customer support initiatives and overall effectiveness of team performance
- Use technical expertise in the designated area and resolve escalated issues and provide subject matter expertise of high-risk tasks.
- Provide feedback and present ideas for improving or implementing processes and customer support
- Perform complex operational and customer support initiatives within operations functional area
- Apply technical knowledge and expertise to perform work and action requests

### Student Loan Consultant

January 2016 - November 2017  
Wells Fargo Bank

- Created life time customers through needs based selling
- Managing Customer Relationships
- Identifying referral opportunities and cross selling products

## skills

- Project and Implement management
- Program development
- Logic planning and Data Analysis
- Team leadership
- Attention to detail
- Task prioritization
- Database maintenance
- Documentation and recordkeeping
- Strong communication

- Strong customer service experience acquired over 6 years
- Created monthly contests for my team to help motivate and drive results
- This helped improved team member numbers on targeted stats and overall team morale improved
- Mentoring New Hires
- Helped with the on boarding process of new hires with system checks and side by sides
- Volunteering:
- Supported community involvement by volunteering with organizations with in the community.

#### **Sr Advocacy Coordinator**

February 2013 - December 2013

CapitalOne

- Leverage up to 12 Separate computer programs
- Specialty focus on internal complaints
- Research and resolution of misapplied payments

#### **education**

**Associate in Applied Science (A.A.S.) - Computer programming**

**May 2023**

**Southeast Technical College, Sioux Falls, SD**

- Graduated with High Honors for maintaining a 3.8 GPA
- Academic honors 2020/21 Academic year, 2021-22 Academic year, 2022-23 Academic year
- Experience with several programming languages which includes by is not limited to:  
JavaScript  
C# programming .  
Net/HTML5/PHP  
Web development  
Python  
Swift for IOS application development