**Eric S. Pederson**  2108 SE 156th Avenue, Portland, OR 97233

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**Objective** Seeking Management position that will allow for career growth while fulfilling personal goals of working in and improving my local community

**Qualifications** ♦Education in business Management

♦ Proven Leadership skills acquired and perfected by 16 years Management experience

* Computer proficiency: All MS Office Software, MS Operating Systems, Hogan, ITI – Navigator & Director
* Highly Self-Motivated and Goal Orientated; able to persevere in high pressure situations
* Work well both independently and as a team player
* Organized…Reliable…Enthusiastic…Intelligent…Decisive

**Experience Management**

* Management of all same day and next day bank transportation, interoffice mail movements, U.S. Postal Mail movements and express package shipping throughout Umpqua Bank’s footprint
* Management of all Statement Department functions; printing, mailing and special handling of all bank statements, tax forms, daily notices and creation / distribution of CD-ROM statements within strict deadlines
* Responsible for the negotiation and management of all item processing, logistics / transportation, mail processing and statement printing contracts / maintenance agreements
* Under my management Umpqua Bank successfully integrated transportation, mail, Item Processing and statement operations in seven bank acquisitions which effectively doubled the size of Umpqua Bank’s footprint.
* Experienced in a variety of arenas that require the use of creative and innovative thinking
* Capable of relating to professionals, colleagues and staff of all levels
* While at U.S. Bancorp, responsible for Southwest Region (California, Nevada, Arizona & Southern Utah) which consist of 358 Bank Branches, 5 Cash Vaults, 82 Departments, 800+ Customer locations, four operation centers, Clearinghouse and Federal Reserve deliveries.

# Business

* Able to generate budgets, market analysis / forecasting summaries, monthly variance and vendor performance reports in all areas of responsibility
* Proficient with all aspects of vendor contract and pricing negotiations, vendor management policies / procedures and Sarbanes-Oxley regulations / testing.
* Have developed, planned, analyzed and implemented large RFP’s throughout multiple regions.

# Customer Service

* 17+ years of Customer Service and 15+ years Management experience.
* Skilled negotiator; able to listen attentively to fully understand all aspects of any given situation in order to facilitate resolution
* Successful in catering to clients needs while maintaining company objectives

# Work History 2011 to Present Independent Life and Health Insurance Agent (Self-employed)

# Aflac and UnitedHealthcare Medicare Solutions, Portland, OR

# 2004 to 2011 Assistant Vice President, Manager of Statements & Logistics

# Umpqua Bank, Portland, OR

# 2003 to 2004 Southwest Region Manager

## U.S. Bancorp, Portland, OR

**2000 to 2003 Customer Logistics Analyst, Transportation Lead**

## U.S. Bancorp, Portland, OR

**1996 to 2000 Transportation Specialist**

## U.S. Bancorp, Portland, OR

**Education** **1995 to 1996 Oregon State University**

Corvallis, OR

**1991 to 1995 Cascade Union High School**

Turner, OR