

Terry Gunderson

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Accomplished and productive Operations Processor driven to learn and accomplish tasks on time or ahead of schedule. Proven ability to work independently and demonstrate accuracy with particular attention to detail, as well as flourish in a team environment.

Professional Summary

Wells Fargo – Release Operations Processor 2 (WFDC) – July 2014 – Current

- Verify files to make sure that the required documents are original before the file is released.
- Release the files on our system (embTrust) and package them up for shipment.
- Record files sent to Wells Fargo from our various customers and get find out why they were returned.
- Process delicate accounts in a quick but efficient manner.
- Ability to work in a fast pace, deadline driven environment.

Wells Fargo – Vault Operations Processor 2 (WFDC – Kasota) – May 2013 – July 2014

- Use advance research techniques for locating files within the Vault
- Processes Sales and Transfers of various accounts
- Tasked to train new processors in tasks assigned to them
- Helped create Procedures and Guidelines for Sales and Transfers for the team
- Ability to work in a fast pace, deadline driven environment

Wells Fargo – Vault Operations Clerk 2 (WFDC – Kasota) – April 2013 – May 2013

- Worked with WBNA group inside the Vault
- Ability to locate and pull files within the Vault to meet strict deadlines
- Scan new files/ returned vault requests/reinstatements into company database (embTrust); then place those files in the correct location
- Meet and consistently exceeded standards

Wells Fargo – Operations Clerk 2 (CIP Group – Shoreview) – July 2010 – April 2013

Randstad – Temporary Operations Clerk – April 2010 – July 2010

- Transcribes, enters, and verifies various numeric data to an online batch-mode system

- Ability to analyze and compare data for inconsistencies
- Meet and consistently exceed standards and rates for data entry
- Recognized on several occasions: Employee of the Month multiple times, Employee of the Year, and Gold Coin recipient
- Reviewed with consistent high scores

Cub Foods – Cashier – October 2008 – August 2010

- Developed reputation as efficient, polite, and accurate while assisting customers with food selection, inquiries, and requests
- Answered product questions with up-to-date knowledge of sales and promotions
- Recipient of multiple positive reviews acknowledging excellent customer service skills

Education

Trinity High School

High School Diploma

Additional Skills

- Proficient in Word/Excel
- Data management and organization
- Typing Speed – 60 WPM

References gladly provided by request