

SANDRA D EDWARDS

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(314)346-3412

TECHNICAL SKILL

Programing Languages

HTML, CSS, Java, Python

Software and Frameworks

Git, MySQL, Flask, Spring

EDUCATION

Launchcode

Studied programing languages java, html, and python. Leveraged mentors with direct experience to develop independent project and hone skills.

B.S., Banking, Appalachian State University, North Carolina

Minor in International Business

B.S., Finance, Appalachian State University, North Carolina

B.S., Psychology, Appalachian State University, North Carolina

PROFESSIONAL EXPERIENCE

WELLS FARGO ADVISORS, Saint Louis, MO

2004-Present

Business Support Consultant, Assistant Vice President

2016-Present

- Serve as implementation lead on various firm wide initiatives to address various system issues or develop system improvements supporting Advisory Operations.
- Support various groups within the enterprise in the development or improvement of policy and procedures.
- Partner with department managers, channel representatives, product, and various other operations teams within Wells Fargo Advisors and Wells Fargo Bank to evaluate, influence, execute and improve decision tactics and strategies.
- Participate in project teams for corporate, firm, business unit, and department initiatives for the development or improvement and implementation of processing tools and or processes.

Operations Analyst, Assistant Vice President

2010-2016

- Participated as Business Lead on multiple implementation projects. Implementations included running the annual distribution initiative within IRA to support channels; Wells Trade and WBS, transitioned IRA contribution reviews from the front office hubs to the IRA processing team; transitioned the estate processing activities for non-IRAs from the front office hubs to estate processing teams, redesigning the processing platform for IRA distributions used by channels, Wells Trade and WBS.
- Leveraged opportunities to enhance functionality to improve processing by reducing manual entry or redundant reviews, assisted business units in establishing sufficient operational risk and controls.
- Evaluated proposals for resolving system breaks or addressed processing issues, proposed options to address escalations and or manage breaks.
- Counseled business leaders regarding impacts of any submitted proposal or options.
- Liaised with IT and Business Application owners on behalf of IRA and Estate processing groups.

- Identified and mitigated risk associated with proposed system fixes.
- Represented IRA in relation to production breaks and processing escalations.

Senior Escalation Analyst, Assistant Vice President

2008-2010

- Transitioned centralized escalation team to individual operations teams; advised process manager regarding current procedures and policies, developed transition plan, and trained new associates.
- Collaborated during merger between Wachovia Securities and AG Edwards; counseled process managers and on intricacies of processing bank IRA CDs and IRA money markets; partnered with process managers to build operation teams to support transitioning work. Partnered with application owners to design and implement new systems to replace decommissioned systems.
- Executed strategy to resign as custodian and prototype sponsor for 2,500 Wachovia Bank custodial qualified plans; crafted resignation letters and targeted mailing; developed and delivered tailored training to support teams; completed asset transfers to new accounts; managed incoming questions and escalations.
- Developed solutions for processes that did not have supported systems or where processing procedures were not continued
- Developed process to support annuity liquidations delivered by ACH, case tracking system for annuity liquidations, client correspondence printing by operations teams.

Client Advocacy Supervisor, Assistant Vice President

2004-2008

- Managed team consisting of 6-8 escalation associates, including recruitment, hiring and induction of new team members to formulate an efficient, customer-focused department.
- Led a team of associates responsible for escalation resolution, review processing exception requests, and responding to client correspondence; reviewed and made final decisions related to exception processing; maintained extensive knowledge of IRS regulations, clearly interpreted and explained rationale regarding exception decisions.
- Analyzed types of escalations, frequency, and related processes for trends to summarize issues and proposed options to improve targeted issues. Represented IRA and clients as subject matter expert on projects; reviewed approach for impacts to client or regulatory infraction, proposed options to maintain or improve client experiences, proposed options that improve client or operational pain points.

HARRIS DIRECT, Charlotte, North Carolina
1999-2004

Relationship Manager IV, Assistant Vice President

2003-2004

- Supervised employees, scheduled work hours, resolved conflicts, monitored calls for quality and accuracy, coached employees in meeting objectives and wrote and presented reviews. Achieved significant improvements in productivity handling these customer issues.
- Advised business unit leaders in the development and implementation customer centric improvements; partner with management to evaluate, influence, execute and improve decision tactics and strategies related to processing; participate in changes to forms, updates to web sites and projects relating to retirement products and client experience.
- Organized and completed an outbound call program for approximately 150 customers informing of IRS, GUST, and Economic Growth and Tax Relief Reconciliation Act (EGTRRA) amendments deadlines.
- Answered questions from new associates relating to customer service issues and assisted with problem resolution for non-retirement related issues with these associates.
- Provided after-hour routing support for client services and client support departments and resolved client escalations and servicing issues. Answer questions from Relationship Managers,

Operations Associates and Management regarding IRA processing and rules.

Team Leader, Assistant Vice President

2000-2003

- Managed team of 10-15 retirement associates handling inbound calls relating to Retirement Accounts, IRS rules and Qualified Plans.
- Trained 100+ person office regarding IRA forms completion and basic IRA facts. Achieved significant improvements in productivity handling these customer related calls by reducing the need to transfer basic calls to a retirement associate.
- Developed effective strategy for managing incoming calls and escalations based on a shrinking resource pool; organized customer contact program to proactively address problems with processing and reduce customer calls. Reduced calls by 68% in first year. Maintained a consistent service level with a 60% reduction in staff in subsequent years.

Lead Associate, Associate

2000-2000

- Organized and managed account conversion of 200 Qualified Retirement Plans: Money Purchase Pension Plans and Profit Sharing Plans. Leveraged resources within organization to implement an effort to convert custodial held qualified plans to new a new plan document as a result of a merger; designed and implemented a mailing, developed resource pool for incoming questions, and developed plan for on-going support.
- Managed on-boarding program for new team members in IRA; trained new team members in retirement information, how to handle inbound calls, completing forms used for processing, and problem resolution.
- Connected junior associate client- service representatives, and the operations associates; answered questions, and provided basic training for non-IRA team members.

Investor Services Representative, Associate

- Provided efficient, high quality service and maintained a professional rapport with clients; addressed client calls relating to general account inquiries and problems, calculated margin balances and buying power figures, identified contribution opportunities, and assisted with account transfers.
- Researched and resolved client problems relating to retirement accounts.
- Developed email canners for use in addressing client correspondence received by email.
- Trained general service team members in basic rules for IRAs to process related work.

LICENSES/CERTIFICATIONS

- National Association of Securities Dealers Series 4, 24, 10, 9, 7, and 63 licenses
- College of Financial Planning Chartered Retirement Plans Specialist