

## Contact

s0m3y3@gmail.com

[www.linkedin.com/in/yee-yang-44375354](https://www.linkedin.com/in/yee-yang-44375354) (LinkedIn)  
[github.com/s0m3y3](https://github.com/s0m3y3) (Portfolio)  
[sensational-flan-359753.netlify.app/](https://sensational-flan-359753.netlify.app/) (Portfolio)

## Top Skills

DOT Certified  
Retail  
Customer Service

## Languages

Hmong (Professional Working)  
English (Native or Bilingual)  
Japanese (Limited Working)

# Yee Yang

Quality Analyst @ Red Sky Risk Services  
St Paul, Minnesota, United States

## Summary

I am an Economic B.S. graduate with 8 years of experience in the banking sector. Throughout my tenure, I honed my expertise in Microsoft Word and Excel, leveraging these tools to streamline operations. My role involved fostering strong client relationships through effective communication, addressing their needs promptly and professionally.

Currently, I am enthusiastically pursuing a coding bootcamp to further elevate my skill set in web development and computer operations. My background has instilled in me a solid foundation for organizing information efficiently, a skill I aim to transfer into the realm of coding. I am driven by a passion for continuous learning, enabling me to adapt swiftly to new technologies and methodologies. With my coding bootcamp ending in November, I am eager to leverage my diverse background, combining financial insights with emerging technical prowess, to contribute to the dynamic world of technology.

---

## Experience

### Select Surfaces MN

Installation Technician Assistant

September 2022 - Present (1 year 3 months)

Rosedale, MN

Maintained a safe and organized working environment by clearing debris from job sites, trucks, and workshops.

Transported countertops weighing between 100 to 700 pounds to and from work sites using specialized carts and grips.

Utilized laser equipment to precisely level countertops and applied chalk or silicone for secure adhesion.

Proficiently drilled faucet and outlet holes, ensuring accuracy and alignment.

Cut splash pieces to the required length with precision and attention to detail.

## Red Sky Risk Services, a US Bank subsidiary

### Quality Analyst II

September 2014 - June 2022 (7 years 10 months)

**Appraisal Analysis and Compliance:** Conducted thorough analysis of residential appraisals, ensuring adherence to USPAP and lender guidelines. Reviewed various appraisal products, including desktop, 1004, 1025, 1073, 1075, 2055, and Broker's Price Opinion (BPO).

**Report Generation and Documentation:** Prepared detailed analytical review summaries using AppraisalPort and Collateral Management Systems, providing valuable insights to underwriters for informed decision-making.

**Effective Communication:** Engaged in proactive communication via phone and email with appraisers, service providers, and underwriters. Addressed potential risks, concerns, and required corrections, ensuring smooth appraisal processes.

**Training and Mentorship:** Conducted training sessions and job shadowing for new recruits, imparting expertise in the analytical review procedures for various types of appraisals. Ensured thorough understanding and proficiency among team members.

## Wells Fargo Home Mortgage

### Loan Service Specialist

January 2013 - July 2014 (1 year 7 months)

Bloomington, MN

**Customer Relationship Management:** Cultivated enduring relationships with customers and clients, optimizing the acquisition of mortgage documents and enhancing overall efficiency.

**Process Optimization and Productivity Enhancement:** Spearheaded the implementation of an innovative bulk procurement system utilizing Microsoft Excel, effectively doubling document acquisition from 7 to 14 per day within a year.

Team Training and Mentorship: Played a pivotal role in onboarding and training new team members, imparting expertise in the streamlined procurement process.

Performance and Quality Management: Achieved outstanding results, maintaining a remarkable 99% quality rate and surpassing production targets by 112% over the past 12 months.

## Kohl's Department Stores

### Point of Sale

November 2012 - January 2013 (3 months)

Maplewood

--Seasonal Job only--

#### Freight Associate:

Collaborated in a high-paced team environment to efficiently unload and organize merchandise from incoming semi-trucks.

Systematically unpacked and arranged items according to departments, facilitating streamlined restocking operations.

#### Sales Associate:

Welcomed customers at the point-of-sale, providing exemplary service and promoting credit services where applicable.

Maintained the presentation of the store by organizing, folding clothes, and ensuring workstations were consistently neat and organized.

---

## Education

### University of Minnesota Twin Cities

Bachelor's Degree, Economics B.S. · (2007 - 2012)

### Ritsumeikan Asia Pacific University

Japanese Studies · (June 2011 - July 2011)