

# Jace Wiczek

763.567.0359

jacewiczek@gmail.com

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## Education

Minnesota State University, Mankato  
Financial Planning Certificate Program (In Progress; Completion in July, 2020)

St. John's University  
Bachelor of Arts Degree  
Major: Economics Concentration: Mathematics

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## Experience

**Wells Fargo** – Minneapolis, MN  
Enterprise Complaints Management Office Resolution Intake: Research Remediation Analyst/ECMO Intake Specialist II  
June 2019-Present

- Intake customer complaints through bank branch locations around the United States both verbally and electronically.
- Complete research to obtain full synopsis of the complaint and allocate it to the correct resolution group.
- Provide professional customer service during each interaction with our internal and external customers.

**Wells Fargo** – Minneapolis, MN

Mortgage Insurance Operations Deletion Team: Loan Servicing Specialist 5 – Team Lead  
April 2017-June 2019

- Provide training and guidance for team members, new and existing, as well as communicating performance feedback to staff/managers.
- Review Best Practices and assist with implementation and updates.
- Monitor quality and productivity standards to provide coaching and to optimize efficiency.
- Proficient in coordinating multiple tasks and distributing complex work to meet stringent deadlines.
- Articulate issues, risks, and propose solutions to various levels of staff and management.
- Navigate multiple computer systems, applications, and utilize search tools to find information.
- Strong analytical skills with high attention to detail and accuracy.
- Review Quality Assurance findings/RECOR results and assist with root cause analysis and rebuttal.
- Provide guidance to resolve complex cases and questions.
- Utilize Mortgage Insurance Operations knowledge and sound judgment to identify and mitigate compliance and regulatory risks.
- Coordinated involvement between team members and risk groups for Customer Impact Tickets 5361 and 6366.
- Represented the department and/or business unit on special projects as a subject matter expert.
- Productivity Tracking System review and approval.
- Develop partnerships and collaborate with other business areas.
- Manage work volume and distribute workload in consideration of unexpected tasks for 19 team members.

**Wells Fargo** – Minneapolis, MN

Mortgage Insurance Operations Deletion Team: Loan Servicing Specialist 4

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August 2016 - April 2017

- Implementation of automated PMI refund process, and allocation of daily PMI refunds and FHA refunds to appropriate accounts.
- Process Past Due Report monthly and the NY Letter Tracking Report weekly.
- Assist in training, internal audit of other team members' work, and updating and reviewing procedures.
- Provide support with Quality Assurance review and team queue work.
- Work closely with Business Process Excellence Team in minimizing risk and promoting Best Practice procedures.

**Wells Fargo** – Minneapolis, MN

PMI Billing Team/Mortgage Insurance Operations Billing Team: Loan Servicing Specialist 2 / SOS Call Support

June 2014 – August 2016

- Verified data integrity of PMI information between Wells Fargo and vendor companies.
- Assisted on multiple projects spanning between the Mortgage Insurance teams.
- Provided support to Customer Service Representatives' questions pertaining to PMI.
- Participated in Team Member Engagement Committee.

**Assistant Youth Hockey Coach**

Champlin Park Bantam B2 Boys Hockey

Winter 2018-2019

- Instruct athletes in fundamental skills, strategy, and physical training necessary to accomplish individual and team success

**State Representative Internship/Volunteer**—District 57B

Intern for Representative Anna Wills

Summer 2013

- Attended events such as parades, campaign meetings, fundraisers, and participated in campaigning door-to-door.

**Power Engineering and Manufacturing** – Blaine, MN

Actuator Technician

Summer 2011/2012

- Utilized Microsoft Excel for data entry and inventory.
- Built quality actuators for Nilfisk, Honeywell, and Husqvarna.

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## Computer Skills

- Proficient in Microsoft Office Tools, CPI/MSP, GEM, Arrow, FFAST/PMI Delete, CHUCKY, Mass Notes, SharePoint, ICMP, PTS, HOGAN and Futility.
- Basic knowledge in coding in software similar to Mat-lab.
- Intermediate knowledge of statistical software (STATA).

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## Relevant

## Coursework

- CFIN 201 Introduction/Insurance Planning
  - CFIN 203 Income Tax Planning
  - CFIN 204 Retirement Planning
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