

TATIANA WELCH

Phone: 515-450-2361

Email: tatianawelch@yahoo.com

<http://www.proz.com/profile/142301>

Summary of qualifications

- 11+ years of freelance interpreter/translator experience
- 11+ years of excellent customer service experience
- Native level proficiency in English and Romanian
- Bachelor's degree in English and French languages

Working experience

Freelance interpreter and translator, part-time

04/2006 – present

- Successfully translated legal, medical and technical documents
- Interacted with various delegations from Moldova and provided interpreter services (English-Romanian pair)
- Worked on multiple projects sourced from www.proz.com and social media advertising

Mortgage processor

08/2015 – present

Wells Fargo Home Mortgage

- Pioneered successful training initiatives, provided feedback on the overall process and implemented changes for successful close on time results
- Effectively met anticipated loan closing date by managing assigned pipeline of loans
- Adhered to all compliance and underwriting guidelines to drive customer satisfaction and positively impact business results
- Interpreted policies while analyzing applicant, property and documentation
- Procured all required verifications, documentation and subsequent follow-ups
- Reached high level of execution of pipeline loans in a fast paced, high demand environment

Personal Banker/Business Advocate

05/2009-08/2015

Wells Fargo Bank, N.A

- Coached and developed team member to achieve store sales and service goals by demonstrating all aspects of customer experience roadmap process
- Originated consumer and business unsecured and secured loans, line of credit, credit cards, auto loans, home equity loans and line of credit
- Minimized company risk by handling daily teller transaction approvals
- Built personal and emotional relationships with customers that led to increased customer retention
- Interacted positively with unsatisfied customers and solved customer problems
- Assessed and met the needs of customers, recommended solutions and met customer satisfaction goals

Customer Service Coordinator and Vault Teller**12/2006-05/2009***US Bank*

- Supervised and coached team members to ensure excellent customer service
- Monitored and scheduled incoming and outgoing cash shipment
- Inspected daily reconciliation of the cash vault in compliance with company guidelines

Education

Bachelor of Philology, Major in English Language and Literature – French Language and Literature, Petroleum – Gas University of Ploiesti, Romania

Computer skills

- Experience working with retail banking computer programs like SVP, SVT, and Hogan.
- Knowledgeable in computer software such as Microsoft Office, including Word, Outlook, PowerPoint, Excel, Access
- Experience working with CORE