

## Brandon Paulsen

### Experience

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**2011-Present**

**Wells Fargo & Co.**

**West Des Moines, IA**

**Learning Process Specialist (2013-Present)**

- Manage Consumer Lending Group training plan assignment process to ensure that 14,000 Consumer Lending Group team members have the correct training based on their role.
- Fulfill requests from line-of-business partners to facilitate training across the global Wells Fargo footprint.
- Independently construct multiple internal SharePoint sites to streamline work processes, limit gaps in reporting, and resolve pain points for a variety of processes.

**Credit Card Customer Service Team Lead (2011-2013)**

- Assisted in conception and implementation of a desktop initiative to streamline training and Phone Banker resources reducing average handle phone time.
- Led the effort to take a Level 3 performing team to a Level 5.
- Implemented and executed new policies and procedures, focusing around operational risk/compliance, loss prevention, and operations.
- Resolved effectively escalated customer, team member, third party complaints in an attempt to identify resolution with fraud, dispute, and collection related issues.
- Solved often complex customer credit cards issues quickly and efficiently to keep service levels fully productive and customer satisfaction extremely high while profiling all customers to make sure they are in the best products that suit all their banking needs.
- Received the "Service Excellence" award in 2013

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**2009-2010**

**US Bank**

**Dubuque, IA**

**Universal Banker**

- Identified and created strategic growth initiative which oversaw successful completion of business banking revitalization to grow Dubuque market while working with City leaders and business owners.
- Initiated and administered effective DDA review policy to limit compliance errors and mitigate branch risk while identifying BSA/AML violations.
- Project leader of overdraft protection strategy to assist customers to succeed financially.
- Performed Personal Banking services including selling and cross selling of US Bank products & services (opened new accounts personal/business, established loans, refinancing/mortgage services).
- Assisted in the training of new universal bankers (in teller and personal banking services).

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**2005-2009**

**Loras College**

**Dubuque, IA**

**Lead Student Development Representative**

- Called prospects associated with Loras College for donations to the Annual Fund
- Event planning committee for major donor's reception to raise money.
- Was the fall 2007 top caller securing over \$40,000 in pledges
- Raised over \$40,000 in 7 weeks of calling

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### Education

2004-2009

BA: Business Management

Loras College, Dubuque, IA

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### Community Development/Diversity Experience

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- **2016- Present**  
**Wells Fargo Central Iowa Advisory Volunteer Council:** Serving as Recognition Co-Chair. Working with Wells Fargo Team Members & community non-profits to create programs, events, and advocacy for local non-profits to grow volunteerism, annual giving, and strengthen our communities.
- **2016- Present**  
**Wells Fargo PRIDE Team Member Network:** Serving as Finance Chair. Coordinated Wells Fargo Capital City Pride 2016. Working to provide team members with personal and professional development, mentoring, leadership engagement, networking, and community outreach opportunities.
- **2016- Present**  
**Iowa Cultural Trust Board of Trustees:** Appointed by Governor Branstad to the Board of Trustees to grow arts & culture across the State of Iowa. Working to build trust with \$6,000,000+ in principal with a goal to reach \$10,000,000. Review and vote to approve grants and endowment requests. (Iowa)
- **2016-Present**  
**Des Moines Neighbors:** Serving as Treasurer. Assisted in candidate forums for Polk County Hospital Board, serving on planning committee for Rodine-Mickle dinner. Advocating between Des Moines, Polk County, and Des Moines Neighborhood Associations to strengthen and grow communities in the Des Moines Metro through advocacy and lobbying. (Des Moines, IA)
- **2014-Present**  
**Des Moines Art Center:** Serving on Art Noir member board as Membership Co-Chair. Served on planning committee and volunteering for multiple high profile fundraisers including *Big Hair Ball*, *Arts & Ends*. Working with board members and staff to grow programs, fundraisers, and initiatives to impact the arts community through Foundation building, establishing and leading fundraisers, and managing sponsorships for education programs (Des Moines, IA)
- **2012-Present**  
**Primary Health Care:** Planning committee for multiple high profile fundraisers including *Live Out Loud & AIDS Run*, created data entry tools for better reporting, assisting with creating safer sex kits, working with administration, board members, and volunteers to grow exposure of services and support the organization financially. (Des Moines, IA)
- **2011-Present**  
**Des Moines Public Library Foundation:** Assisting in implementation of new member group focused around young professionals called *The Next Chapter*, planning committee for *Franklin Library Opening Gala*, requesting donations from donors including businesses, planning committee for *Crime & Cupcake* event, planning committee for *Iowa Author Awards*, coordinating and working with Library Administration, board members, and volunteers for Library events. (Des Moines, IA)
- **2011-2012**  
**OneIowa:** Planning committee for *Sweet Equality* fundraiser, requested donations from major donors including businesses, and lobbying State elected representatives at Iowa State Legislature. (Des Moines, IA)