

Natalie Mullin

CL CAS Supervisor

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Experience

April 2021 - Present

CL CAS Supervisor Progressive Insurance

Effectively manage and develop a team of 20 to 45 specialists. Track and analyze metrics to determine best practices for coaching and developing. Facilitating, planning, and prioritizing meetings. Team engagement. Promoting company core values and culture. Responsible for interviewing and hiring potential candidates. Promote personable accountability among peers and team. Developed and implemented new processes. Created holistic individualized goals to effectively develop team.

July 2018 - April 2021

CL CAS Coach Progressive Insurance

Implement integrated holistic coaching by customizing coaching activities for new hires and tenured Specialists. Escalated call resolutions team. Onboarding and training. Prioritized job responsibilities while effectively managing time. Provided guidance while acting as a resource to my peers across multiple sites for complex coaching scenarios and complex technical situations. Attended and facilitated DEI and career development activities. Serviced complex commercial policies for insurance agents and policy holders in a professional, resolution-oriented manner.

April 2016 - June 2018

Accessioning Technician II for Redwood Toxicology Laboratory (Abbott)

Analyzing samples and logging them into the computer correctly. Data entry with high accuracy and speed. Label specimens accurately. Aliquot specimen appropriately. Implemented new processes lowering response times. Developed and lead new department focused on reducing turnaround times of identified problem specimens from 72 hours to overnight. Performs presort, pickup, and delivery of processed specimens to the laboratory, centrifugation, and aliquoting. Requires good organization skills and the ability to learn and understand specimen types related to tests ordered by the client.

March 2015 - April 2016

Hotel Restaurant Supervisor for Hilton Sonoma Wine Country

Oversee employee work in front and back of house to ensure compliance with company policies, regulations, and food safety guidelines. Perform facility walk-throughs to assess cleanliness and preparedness at beginning and end of shifts. Complete restaurant opening and closing procedures and manage deposits. Created social media presence to improve marketing and develop customer outreach strategies.

Education

Southern New Hampshire University – B.S. Forensic Psychology
September 2018 - Present

Narbonne Senior High School –
High School Diploma
June 2011

Skills

Process Management/audits
Leadership skills
Planning and Prioritizing
Time management
Decision making
Adaptability
Interpersonal skills
Effective written and verbal communication
Employee and career development
Project management
Implementation specialist
HR/Interviewing
SDI reporting

Projects

Debit Reapplication for internal processes
Launchpad Process Developer
Rewards and Recognition
Diversity and Inclusion