

NathanChallender

nathandallas@proton.me

Github | github.com/nathandallas
Portfolio | nathandallas.github.io/portfolio/

Languages & Frameworks

HTML • CSS • JavaScript • React • Node.js • Python

Software

VSCode • GIT • Jira • Photoshop • Inkscape

Soft Skills

Verbal and Written Communication • Agile Project Management
Documentation • Problem Solving • Risk Management
Attention to Detail • Team Collaboration

Work Experience

Process Communication Specialist Loan-In | Progressive JAN 2025 - PRESENT

- Migrating internal guidelines from the legacy KM System to Salesforce, updating content to follow modern accessibility and formatting standards.
- Researching and testing solutions to recurring formatting issues in Salesforce, creating a guideline of best practices which has been adopted by the team to streamline workflows.

Senior Underwriting Specialist | Progressive JAN 2024 - DEC 2024

- Worked with relevant business units to research and investigate the acceptability and rate accuracy of new business and renewal insurance risks.
- Conducted interviews for policy verification processes and reviewed submitted proof for acceptability, making policy adjustments and underwriting decisions as needed.

Licensed USAA and Auto Sales Agent | Progressive JUNE 2022 - DEC 2023

- Worked with customers to customize auto and special lines insurance policies to fit individual needs, with a focus on writing accurate policies to promote growth, and create lifelong customer relationships.
- Planned and led team meetings to inform and update our sales team on best practices and other sales and insurance topics.

Loan Relationship Specialist | Suncoast Credit Union JAN 2018 - JUNE 2021

- Assisted in launching the southern branch of our lending call center including training, coaching and developing new loan representatives by creating learning and coaching plans to aid in the transition from services or teller positions.
- Processed and underwrote loan applications using credit history and financial data to analyze eligibility and mitigate risk.

Education

BrainStation

Web Development Bootcamp
JULY 2021 - OCT 2021
Diploma Recipient

Florida Gulf Coast University

Software Engineering
JULY 2015 - JUNE 2017
Completed 60 credits towards BS