

NATALYA DAWKINS

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PROFESSIONAL SUMMARY

Dynamic and experienced growth mind-set leader with demonstrated ability to provide strong leadership with a focus on operations, customer experience and revenue by advancing short-term projects and long-term visions. Innovative business leader with effective people-development skills, management capabilities and international experience.

EDUCATION

ARIZONA STATE UNIVERSITY, Tempe, Arizona

M.B.A., Supply Chain Management and International Business, 2013

BUCKNELL UNIVERSITY, Lewisburg, Pennsylvania

B.A., Philosophy and Sociology, 2000

AREAS OF EXPERTISE

- ♦ Strategic planning & management
- ♦ Inspiring & influential leadership
- ♦ Communication & negotiation
- ♦ Project management
- ♦ Conflict resolution & problem solving
- ♦ Decision-making

EXPERIENCE



Advanced Medical Reviews

ADVANCED MEDICAL REVIEWS, Santa Monica, California

Director, Client Success, 10/2017-04/2019

- ♦ Partner with CEO to determine company-level decisions with a particular eye on client impacts.
- ♦ Partner with CEO on Sales, Marketing and Operations to ensure the client journey remains first-rate.
- ♦ Lead the Client Services team to support our clients and prospective clients in their quest for help and information.
- ♦ Scale, train and retain Client Services and Operations teams.
- ♦ Drive and report team performances against KPIs.
- ♦ Oversee client newsletter and satisfaction survey alongside Marketing team.
- ♦ Resource for escalations and contract review/negotiations.



BEACHBODY

BEACHBODY LLC, Santa Monica, California

Senior Manager, Call Center Operations & Performance, 07/2013- 04/2017

Strategically plan and implement processes; establish and manage projects; set team goals and determine day-to-day workflow.

- ♦ Guide corporate development direction by researching potential call center candidates for partnership, building business cases and overseeing the development of the financial models for various partnerships and initiatives.
- ♦ Lead the department using problem-solving, strong leadership, conflict resolution and facilitation skills.
- ♦ Lead the management of a suite of domestic and international telesales call centers.
- ♦ Execute growth and maximize performance in the Telemarketing channel.
- ♦ Define, track, evaluate and achieve the overall success metrics and KPIs for call center performance and projects.
- ♦ Establish and maintain partnerships with call centers through product planning, channel and media marketing.
- ♦ Disseminate media schedules, ensuring call centers are well staffed to drive call handling and service levels.
- ♦ Maintain intimate knowledge of all aspects of the business relationship, identifying areas for optimization and developing strategies to attain said optimization.
- ♦ Establish monitoring and call recording tools and ensure they meet department needs and agreed upon service standards.
- ♦ Review call monitoring findings to maintain compliance with regulations and create positive customer experiences.
- ♦ Validate and process both weekly and monthly invoices.
- ♦ Lead expansion efforts of Outbound telemarketing campaigns.



PSI SERVICES, LLC, Burbank, California

Operations Supervisor, 2007-2013

Responsible for customer service, account servicing, problem resolution and staffed and managed personnel nationally.

- ♦ Maintained exceptional customer and client service standards.
- ♦ Improved operational systems, processes, and policies for better reporting and information flow.
- ♦ Managed/increased efficiency by ensuring coordination/ communication between support and business functions.
- ♦ Supervised and coached 60 support staff daily.
- ♦ Reviewed and problem-solved daily incident reports for 300 test sites.

- ◆ Partnered with IT and finance departments to ensure compliance with all operational regulations and guidelines.
- ◆ Increased efficiency/effectiveness of operational systems and policies to support organization's mission.
- ◆ Responsible for site maintenance, long-term planning, and working on initiative geared toward operational excellence.

ADDITIONAL EXPERIENCE

FARMERS INSURANCE EXCHANGE, Northridge, California

Special Claims Representative, 2004-2007

- ◆ Front-line experience interacting with and de-escalating customers at the worst time in their lives.
 - ◆ Triaged and adjusted an average of 95 auto insurance claims weekly; settled five claims daily.
- ◆ Interviewed medical professionals and persons of interest and negotiated settlements.
- ◆ Policy interpretation, coverage identification, exposure analysis, and related claims processing.

UNIFAX INSURANCE SYSTEMS, Woodland Hills, California

Commercial Lines Underwriter, 2002-2004

- ◆ Took inbound calls for insurance policy sales, resulting in revenue in excess of \$5,000,000.
- ◆ Analyzed inspection reports for safety hazards and issued safety recommendations and cancellation notices, resulting in savings in excess of \$100,000 due to decreased exposure to risk.
- ◆ Trained and oversaw groups of six underwriter trainees.