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| Dustin Reding515-971-19641943 Evergreen Ave Des Moines, IA 50320redingdustin@gmail.com |  |

redind1@nationwide.com

Education

Graduation date: May 2013 | Bachelor’s Degree: Business – Marketing/Advertising

University of Northern Iowa | Cedar Falls, IA

Experience

May 2016– April 2018 | Supervisor – Commercial Lines Farm Processing

Nationwide Insurance | Des Moines, IA

* Consistently monitor day to day business unit reports and develop action items based off data results
* Utilize data reporting to identify root causes for associate performance in quality and efficiency metrics
* Have regular 1:1 coaching conversations discussing behaviors driving performance results
* Manage all scheduling and adherence for 17 direct reports
* Build collaborative partnerships across department silos
* Leverage strong communication and change management skills to lead team through large-scale changes
* Develop creative solutions in a deadline-driven environment
* Lead and collaborate in strategic planning across multiple business units
* Nationwide’s Campus Ambassador for the University of Northern Iowa
* Drive an engaging environment leading to successful Gallup Survey engagement scores
	+ 2016: Achieved 91st percentile in all Gallup Survey results
	+ 2017: Achieved 88th percentile in all Gallup Survey results
* Implement and lead a Lean management system that drives a continuous improvement mindset
* Using Lean methodology to research, develop, and rollout process and product improvements
	+ Focus being on cost savings, risk reduction, and member experience
		- 4 biggest wins in the last 6 months include
			* Annual cost savings of $77,630 from deployed process improvements
			* Decreasing average turnaround time for quotes to agents from 5 days to 1 day
			* Greatly reducing risk of large losses on high value building structures

January 2015– April 2016 | Lead - Commercial Lines Farm Processing

Nationwide Insurance | Des Moines, IA

* Handle coaching sessions with individuals weekly on their development and performance
* Direct point of contact to research, solve, and communicate escalated problems with high priority agencies
* Conduct interviews as well as participate in calibrations for hiring new hires and the Lead Intern Program
* Active leader in engagement plan resulting in vastly improved engagement scores for the team
* Track record of helping retention by improving struggling associate performance
* Responsible for Lead Processor duties in three different centers (Sacramento, San Antonio, and Des Moines)
* Lead for the creating and maintaining a virtual new hire onboarding program for San Antonio associates
* Research and create solutions for escalated programming and procedure issues
* Lead, train, and implement new system releases, transmittals ,and related processes
* Perform quality checks on associates work and provide recommendations and solutions for action
* Monitor associate adherence, attendance, and performance while supervisors are out of the office
* Run statistical reporting on employee performance to identify trending behavior

May 2013 – January 2015 | Farm Processor I, II

Nationwide Insurance | Des Moines, IA

* Quality Assurance internship program participant
* Respond quickly and as needed to internal and external customer requests
* Provide a first time final quality experience to all Nationwide members
* Active in the New Hire Mentorship Program (help new associates become acclimated into new position)
* Leader of the Wellness Committee (inform associates on benefits and health information)
* 2014 Boosters and Engagement Committee member (organizing floor wide events to boost engagement)
* CLPC Change Ninja member (change management leader for the department)

August 2011 – May 2013 | Administrative Assistant

Dutton, Braun, Staack, & Hellman Law Firm | Waterloo, IA

* In charge of electronically filing closed court cases onto a secure database
* Assisted with trial preparation for 17 different attorneys with time sensitive deadlines
* Responsible for daily operational duties such as courthouse filing
* Maintain detailed and accurate records of trial documents
* Assisted legal secretaries with various organizational tasks

Certifications

* Professional Coaching Certification received at Nationwide
* Change Management training completion
* Leadership training certification