

Molly Natoli

Knoxville, TN (Remote Worker) | (623) 824 -1531 | Mollybakerr@hotmail.com

Seeking roles in virtual and/or executive assisting, project or account management, sales, and appraisal management.

Mueller Enterprises

July 2023 - January 2024

Valuation Director - West Coast (remote)

RFL: Company restructure; department layoffs effective January 19, 2024

- Process and complete appraiser payroll
- Oversee client escalations email box providing updates on order statuses, client problems or complaints and order questions
- Provide clients with appraisal status updates
- Manage a team of appraisers by reviewing weekly and monthly metrics, leading weekly Microsoft Team calls to address questions, and expedite solutions for problems and complaints
- Facilitate weekly meetings with quality control reviewers to ensure clients' quality metrics and due dates are met
- Work directly with new onboarding clients and appraisers by obtaining and verifying proper documentation, and submitting to HR for processing
- Liaise between clients and appraisers for tax assessor information, loan documents, and property information
- Review weekly expense reports on appraiser expenses for West Coast territory, ensuring expenses are within budget and documented properly in the system
- Lead new appraiser compliance calls with newly onboarded appraisers to train on internal systems and processes

Valuations Coordinator

September 2021- July 2023

- Managed West Coast territory of 5 states and over 20 appraisers
- Oversaw client escalations email box providing updates on order statuses, client problems/complaints and overall order questions
- Provided appraisers with client due dates
- Quality reviewed appraisals prior to sending them to the client

USAA

May 2021 - September 2021

Banking Specialist

- Verified banking transactions and confirmed bill payments
- Enrolled members in online resources such as Zelle
- Initiated bank transfers and withdrawals
- Inbound/outbound phone calls for member problems or complaints and banking questions
- Monitored transactions and spending patterns to prevent fraudulent activity

Property and Casualty Insurance Agent

December 2020 - January 2021

- Studied for Property Lines and Property and Casualty Insurance Exam to further credibility and career growth in the industry

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American Express

August 2019 - December 2020

Fraud Universal Agent

- Inbound/outbound phone calls to confirm transaction activity, mitigate and clear fraud concerns, and expedite expenses for members
- Assisted with fraud investigations/billing dispute setup and overall questions
- Educated American Express cardholders on fraud; how to identify it, prevent it, and account security
- Set up fraudulent applications, notified creditors and investigated account takeover attributes
- Smoothly transitioned to full time work from home due to COVID-19 pandemic

Discover Financial Services

January 2018 - August 2019

R.O.C.C Agent

- Verified card member transactions
- Analyzed merchant documentation for lead suspect information to determine if a card member is liable for disputed or fraudulent transactions/applications
- Place outbound calls to card members to request and confirm financial information
- Followed compliance policies and procedures
- Investigated fraudulent applications by cross examining past phone calls to voice match past call ins
- Processed closed accounts due to fraudulent application status

Identity Protection Agent

August 2019 - January 2021

- Performed inbound/outbound calls to verify new account attributes, account takeout attributes, and cardholder contact information
- Adhere to compliance policies and procedures to ensure cardholder privacy is upheld
- Meet and exceed monthly metrics and cases per hour
- Take overflow calls for charge verification team and payment review team
- Educate cardholders on financial service benefits available through Discover and follow up on questions relating to cardholder credit impact

Education

Mountain Ridge High School
Phoenix, AZ

May 2015

Skills

- Personable, yet professional written and verbal communication
- Detail oriented
- Quick learner; coachable, adaptable
- Highly organized

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References

Sharon Hay | Director of Valuations | Mueller Services

Phone: (404) 312 - 4406

Jasmine Chang | Assistant Vice President of Valuations | Mueller Services

Phone: (561) 489 - 9980

Julie Davis | Real Estate Agent | Berkshire Hathaway

Phone: (602) 421- 3298