

NATASHA D. REED, MBA

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Over ten years of progressive working HR experience with a concentration in Hiring Practices and HR Generalist functions in addition to solid project management, research and training skills. Interested in expanding knowledge of the Human Resources field to conduct meaningful research within the Organizational Behavior discipline.

Research Interests

- Organizational Justice and HR
- Diversity
- Leadership

Core Skills

- Human Resources/ Recruitment
- Training/Education
- Project Management

EDUCATION

Master of Business Administration, University of Tennessee at Chattanooga, attained 08/11
B.S. in Human Resources and Business Management, University of Tennessee at Chattanooga, attained 08/05

RELEVANT VOLUNTEER/ORG EXPERIENCE

PHD Project Member since 2017
Southern Management Association Conference 2019 – VA, Norfolk
Chamber of Commerce – Classroom Instruction – 2016

PAPERS UNDER REVIEW

Rice, Darryl, Reed, Natasha. Supervisor Emotional Exhaustion and Goal-Focused Leader Behavior: The Roles of Bottom-Line Mentality and Supervisor Characteristics (Invited first round revise and resubmit ~ Journal of Business and Psychology)

PROFESSIONAL EXPERIENCE

FMLA Specialist, Unum Group, – 01/19 – Present

- ◆ Primary FMLA, State and Corporate advisor for Employees, Human Resources and Collaborators
- ◆ Partner with managers regarding status, ADA accommodations and various State and Corporate protections.
- ◆ Pursues continual education on updates and changes to FMLA laws and requirements.

Talent Acquisition Partner/Regional Recruiter, Adventist Health Systems, – 01/18-08/18

- ◆ Developed curriculum and delivered presentations on interview skills and resume writing to various educational groups.
- ◆ Partnered with hiring managers in developing a position specific strategy to ensure top talent is identified and hired.
- ◆ Collaborated with HR Business Partners and Compensation to ensure completion of accurate compensation analysis.
- ◆ Maintained above benchmark scores in new employee satisfaction engagement surveys.
- ◆ Developed position specific long and short-term talent pipelining plans.

- ◆ Supported three regional hospitals located in GA, KY and NC.

Talent Acquisition Consultant, BlueCross BlueShield of Tennessee, – 02/13-01/18

- ◆ Conducted varied research within field to develop, deliver and lead several recruiting projects.
- ◆ Counseled employees and delivered presentations regarding interview skills and resumes in addition to offering guidance on career development.
- ◆ Created and delivered various training material and mentored several incoming professional staff.
- ◆ Developed and implement effective recruiting strategies to execute seeking and selecting qualified candidates for current openings. – Streamlined existing mass volume recruiting strategy
- ◆ Collaborated with appropriate business units to implement various departmental projects.
- ◆ Developed strong relationships cross-departmentally and through networking.
- ◆ Maintained awareness of all affecting EEO/AAP and HR regulations and laws.
- ◆ Traveled to career events to promote networking and company positions.

HR Service Center Specialist, BlueCross BlueShield of Tennessee, – 11/10-02/13

- ◆ Interacted with support departments to resolve HR issues.
- ◆ Provided training and cross-training on new and updated processes.
- ◆ Performed Routine Query preparation and reporting utilizing Excel and People Soft.
- ◆ Provided navigational guidance to internal and external parties through ESS/MSS and other HR systems including People Soft, Taleo, Performance Management, Benefits Enrollment, etc.
- ◆ Partnered with recruiting to onboard candidates and receive initial hire information.
- ◆ Processed and update transfer, demotions and promotions from on boarding to the appropriate status.
- ◆ Analyzed, diagnose, and resolve assigned issues and follow escalation procedures.

HR Service Center Technician, BlueCross BlueShield of Tennessee, – 12/08-11/10

- ◆ Maintained working knowledge of HR guidelines, policies, and procedures that impact job responsibilities.
- ◆ Ran existing queries from PeopleSoft and PC Based reports monthly.
- ◆ Performed daily updates to PeopleSoft applications and existing HR PC based software/documents.
- ◆ Created cases in the CRM and assign to appropriate HR staff HR issues received in the Service Unit via incoming mail, faxes and help desk cases.

Consumer Advisor, BlueCross BlueShield of Tennessee, – 02/06 – 12/08

- ◆ Took the appropriate action to resolve service inquiries accurately and timely.
- ◆ Upheld a high level of professionalism while communicating with consumers and providers.
- ◆ Ensured proper handling and follow up of various issues.
- ◆ Maintained a working knowledge of benefits and claims processing under the FEP contract.

Financial Services Representative, First Tennessee Bank, – 03/03-09/05

- ◆ Developed and retained long-term and profitable customer relationships – generated over 3,000 dollars in revenue per month.
- ◆ Cross-sold bank services and products based on customer's banking needs.
- ◆ Provided stellar customer service thru assisting customers with various products including: checking, savings, IRAs, HSAs, and CDs.
- ◆ Earned top ranking for number of cold calls within competition year.

CERTIFICATIONS/MEMBERSHIPS

PHD Project: 11/17

Lean Human Capital – Recruiter Academy Certified Recruiter:05/18

Society for Human Resources Management: 12/12

Lean Six Sigma Yellow Belt: 12/11