Monique Hollis

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My Key Qualifications

- **11 years in financial operations and loan servicing**, one unbroken stretch from RoundPoint in 2015 through Mr. Cooper today.
- **Black Knight MSP, Fiserv, Salesforce, OnBase, SharePoint** hands-on across regulated servicing and banking environments.
- Cut repeat payment-posting exceptions **from 96 to 41 items per month** by tracking root causes in Excel and coordinating fixes with operations and compliance.
- Advanced **Excel reporting** with PivotTables, XLOOKUP, and INDEX/MATCH; cut weekly report prep from 3 hours to 55 minutes.
- Raised **first-pass accuracy from 97.8% to 99.1%** using peer-review checkpoints and updated SOP language for common servicing scenarios.
- **4 internal audit support cycles with 0 documentation misses**, maintaining source-document trails and validating sampled records.
- Mentors junior staff: helped 5 new hires reach quality threshold within 30 days via scenario-based practice files.

Experience

Senior Data Entry Clerk — **Mr. Cooper**, a national mortgage servicer and home loan operations company

May 2022 – Present · 4 yrs 6 mos

- Maintain complex customer, payment, escrow, and servicing records across core operations systems and document platforms for a high-volume loan operations team, and review exception queues to prioritize urgent and high-risk items.
- Led a review of recurring payment-posting exceptions, cutting repeat exception volume from 96 items per month to 41 by tracking root causes in Excel, standardizing validation steps, and coordinating fixes with operations and compliance partners.
- Built weekly Excel reporting on backlog, turnaround time, and first-pass accuracy using PivotTables, XLOOKUP, INDEX/MATCH, and data validation, cutting report preparation time from 3 hours to 55 minutes.
- Raised first-pass accuracy on complex account maintenance work from 97.8% to 99.1% over two quarters by adding peer-review checkpoints for high-risk record types and updating SOP language for common servicing scenarios.
- Prepared data support for internal control reviews tied to servicing updates, completing 4 audit support cycles with 0 documentation misses through organized source-document trails and record validation against system history and signed forms.

- Trained junior staff on procedures, validation checks, and documentation standards, helping 5 new hires reach the quality threshold within 30 days using scenario-based practice files and coaching on exception coding and account research.

Loan Operations Specialist — **Truist**, US regional bank and financial services company

Feb 2018 – Apr 2022 · 4 yrs 2 mos

- Improved handling of escalated account maintenance requests with incomplete documentation, cutting average turnaround time from 2.6 to 1.4 business days by creating a triage tracker that separated requests by risk level, document completeness, and deadline.
- Strengthened quality control on payment adjustment entries with dual-review checks on high-dollar transactions and recurring error-pattern logging, lowering monthly correction volume from 14 to 5 items.
- Updated 9 SOP sections used by a 12-person team after a loan servicing workflow change, documenting revised validation and routing requirements by comparing legacy steps to system changes.

Records Administrator — **RoundPoint Mortgage Servicing LLC**, mortgage servicing and loan administration company

Jan 2015 – Jan 2018 · 3 yrs

- Cleared 2,300 aged documents in 10 weeks, reducing the servicing-file indexing backlog by prioritizing suspense items by downstream impact and standardizing naming and indexing conventions.
- Cut duplicate-image incidents from 11 per month to 3 by adding a verification step against account number, document date, and form type before final indexing of borrower correspondence and payment documents.

Office Assistant — **Carolina Small Business Development Fund**, a nonprofit lender supporting small business financing

Nov 2013 – Dec 2014 · 1 yr 1 mo

Standardized weekly intake logging for incoming loan application files with a consistent intake checklist and status log for document receipt and handoff, improving on-time file routing from 82% to 94%.

Education

- **University of North Carolina at Charlotte** — Bachelor of Science in Business Administration · 2009 – 2013

Skills

- **Core Systems:** Black Knight MSP, Fiserv, Salesforce, OnBase, SharePoint, DocuSign
- **Excel & Reporting:** Microsoft Excel, PivotTables, XLOOKUP, INDEX/MATCH, Data Validation
- **Financial Operations:** Loan Servicing, Payment Processing, Quality Assurance, Exception Handling, Audit Preparation, SOP Documentation