Monique Hollis

Salt Lake City, UT · monique.hollis@example.com · (385) 555-0149 · linkedin.com/in/example-monique-hollis

My Key Qualifications

- **11 years in contact center and member support operations** across payments, financial services, and benefits, currently senior rep at fintech Galileo Financial Technologies.
- Senior point of contact for **account access, payment exceptions, fraud alerts, disputes, and high-risk escalations**, owning cases from intake through resolution.
- Cut escalations older than 5 business days **from 41 to 22 in 4 months** with a Jira handoff view shared across fraud operations, compliance, and back-office teams.
- Front-line support experience: coaching a **14-agent pod from 82% to 88% CSAT** over 6 months, plus onboarding 11 new hires 2 weeks faster.
- **Salesforce Service Cloud, Jira, Genesys Cloud, Five9, and Talkdesk** in daily use across current and prior roles, with earlier Zendesk experience at HealthEquity.
- Regulated-environment documentation: **audit-ready review scores from 89% to 97%** across 2 quarters, working within PCI and KYC requirements.
- Used contact trends and QA findings to recommend workflow updates, **cutting repeat contacts on flagged-account cases by 19%**.

Experience

Senior Call Center Representative — **Galileo Financial Technologies**, a fintech platform for payments and digital banking infrastructure

Mar 2022 – Present · 4 yrs 8 mos

- Own complex escalations involving account access, payment exceptions, fraud alerts, disputes, and sensitive complaint cases, partnering with fraud operations, compliance, risk, and back-office teams from intake through resolution.
- Cut aged escalations older than 5 business days from 41 to 22 within 4 months by taking ownership of unresolved fraud and payment exception cases and building a Jira tracking view for cross-team handoffs.
- Raised audit-ready case review scores from 89% to 97% across 2 quarters by standardizing Salesforce Service Cloud note templates for disputes, KYC follow-up, and complaint handling under PCI and KYC requirements.
- Helped a 14-agent pod lift CSAT from 82% to 88% over 6 months through side-by-side call coaching, real-time guidance during peak queues, and stepping in on difficult escalations.
- Recommended updates to dispute and fraud workflows from Salesforce case trends and QA findings, cutting repeat contacts on flagged-account cases by 19% the following quarter.
- Shortened ramp time for 11 new hires by 2 weeks on average by creating side-by-side coaching guides and leading remote walkthroughs of new service programs and policy changes.

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Escalation Specialist — **America First Credit Union**, a regional credit union serving consumers and businesses

Jan 2018 – Feb 2022 · 4 yrs 1 mo

- Owned escalated member contacts end to end across phone and back-office channels, covering account access issues, debit card disputes, fraud holds, and complaint resolution.
- Cut average debit card dispute callback completion time from 3.2 business days to 1.8 through queue prioritization and tighter coordination with card services and branch teams.
- Acted as an informal floor support resource during peak fraud alert periods, answering peer questions in real time and taking overflow escalations, reducing supervisor handoff volume by 23 cases per month.
- Raised QA scores on complaint documentation from 90% to 96% within 2 review cycles by standardizing case summaries and noting member commitments and regulatory timelines.
- Documented sensitive case activity and coordinated next steps with card services, risk, and branch teams, working in Salesforce and Five9.

Member Support Representative — **HealthEquity**, health savings and benefits administration

Jun 2015 – Dec 2017 · 2 yrs 6 mos

- Handled member calls on account access, transaction questions, and service requests in a regulated environment, documenting account activity and escalating exceptions to specialized teams.
- Raised first-call resolution on routine account questions from 74% to 81% over 9 months by updating call guides and confirming account actions before ending each interaction.
- Cut monthly documentation corrections on regulated account cases from 12 to 5 by standardizing note formats and verifying required fields before case closure.

Education

- **University of Utah** — Bachelor of Science in Sociology · 2010 – 2014

Skills

- **CRM & Case Management:** Salesforce Service Cloud, Jira
- **Telephony Platforms:** Genesys Cloud, Five9, Talkdesk
- **Regulated Case Types & Compliance:** Fraud Review, Dispute Handling, PCI, KYC
- **Contact Center Operations:** Escalation Management, Call Coaching, QA