Monique Holloway

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My Key Qualifications

- **10 years in regulated financial services** customer service, in one unbroken run from AIG in 2016 to senior escalation work at LendingClub today.
- **Salesforce Service Cloud and NICE** used daily across three roles for case handling, QA review, and interaction monitoring.
- Cut average escalation aging **from 5.8 days to 3.6 days** in two quarters by tightening handoffs with fraud and operations at LendingClub.
- Coaching with numbers: lifted QA scores **from 86% to 92% for 14 representatives** through NICE call reviews and targeted feedback.
- **Excel pivot tables and VLOOKUP** for repeat-contact root cause analysis, cutting repeat contacts in one category by 18%.
- Complaint handling at OneMain Financial, raising **on-time complaint closure from 88% to 96%** against regulatory due dates.

Experience

Senior Customer Service Representative — **LendingClub**, a digital consumer lending and banking company

May 2022 – Present · 4 yrs 6 mos

- Own executive escalations, complaints, and exception requests involving payments, disputes, and account servicing across phone and written channels, serving as the team's senior escalation point.
- Cut average escalation aging from 5.8 days to 3.6 days within 2 quarters by building clearer case intake requirements, tightening handoffs with fraud and operations, and driving open cases to closure.
- Raised average QA score from 86% to 92% for 14 frontline representatives over 6 months, coaching on de-escalation, case ownership, and documentation practices using NICE call reviews.
- Lowered monthly documentation exceptions from 12 to 4 on escalated servicing cases by creating a case-note checklist and reviewing samples with frontline staff and supervisors for compliance and quality standards.
- Reduced repeat contacts tied to payment posting and account status questions by 18%, using Excel pivot tables and VLOOKUP to analyze case tags and service metrics before recommending workflow changes to leadership.
- Stepped in during a servicing incident period to close 96 priority cases in 10 business days while keeping SLA attainment above 90%, helping triage backlog assignments across the team.

Escalation Specialist — **OneMain Financial**, a consumer lending company with branch and digital servicing operations

Jan 2019 – Apr 2022 · 3 yrs 3 mos

- Investigated escalated account, payment, and dispute issues end to end in a regulated lending environment, partnering directly with compliance and operations teams to drive resolution.
- Raised on-time complaint closure from 88% to 96% on regulated servicing cases by building a deadline tracker in Excel and prioritizing by regulatory due date and case complexity.
- Cut monthly reopened escalations from 10 to 4 by standardizing documentation with a case template and verifying evidence before closing files.
- Coached newer representatives on de-escalation and compliant documentation, delivering 18 peer side-by-side coaching sessions in one year.

Customer Service Representative — **AIG**

Jan 2016 – Dec 2018 · 2 yrs 11 mos

- Handled inbound policyholder calls on billing, policy servicing, and account maintenance in a regulated insurance contact center, documenting each interaction in Salesforce Service Cloud and following established escalation procedures for complex issues.
- Raised first-call resolution on routine payment and account questions from 72% to 80% by researching accounts more consistently and clarifying payment options during the initial interaction.
- Averaged a 91% QA score across 4 consecutive quarterly reviews while sustaining high daily call volume, by following call flows and confirming account details accurately.

Member Services Representative — **South Carolina Federal Credit Union**, a regional credit union

Oct 2014 – Dec 2015 · 1 yr 2 mos

Reached 95% transaction accuracy by the third month of tenure by following verification steps and reviewing account notes before completing each request.

Education

- **University of South Carolina** — Bachelor of Arts in Organizational Leadership · 2010 – 2014

Skills

- **Service Platforms & Documentation:** Salesforce Service Cloud, NICE, Confluence
- **Escalations & Quality:** Escalation Management, Complaint Handling, Quality Assurance, SLA Management, Regulated Customer Service
- **Analytics & Coaching:** Root Cause Analysis, Trend Analysis, Coaching and Mentoring
- **Tools:** Microsoft Excel