

Don Holloway

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WORK EXPERIENCE

TELUS International Ireland Ltd, vendor contract for a financial-technology corporate client **Cork, Ireland**

Team Quality Lead for Implementation Services January 2023 – present

- Forged quantifiable user-experience evaluation framework for new line of business by re-designing rubric applied to technical support, resulting in client adopting new team framework across all four of its contractor sites.
- Implemented a member-specific performance framework, leading to consistently 10% higher month-on-month individual results and eventually to vendor client doubling team headcount as team profitability increased.

Team Quality Lead for Risk and Credit Underwriting November 2021 – December 2022

- Raised team-member Credit evaluation scores by 30% via implementing a blitzkrieg oversight feedback system that lifted, within one quarter, our overall contractor ranking from third to first among all four of client's contractor sites.
- Modelled and finetuned client Credit evaluation workflows employed by team members, leading to 20% more accurate customer Credit outcomes.

Risk and Credit Underwriting Specialist February 2019 – October 2021

- Evaluated customer Credit worthiness by reviewing customer accounts for signals of potential Credit risk including general assessment, duplicate account creation, large transfers, expiring current reserves in place, processing volume.
- Reviewed customer appeals from customer accounts recently offboarded for concerning Credit risk signals.
- Reviewed customer accounts for signals of potentially fraudulent activity.
- Following Fraud workflow guidelines, determined a course of treatment for those accounts deemed risky.

Amadeus Ltd **London, United Kingdom**

Lead Hospitality Software Business Analyst and Onsite Software Trainer October 2004 – December 2016

- Configured and optimised house software integrated with Salesforce.com to meet client corporation requirements specific to their individual hotels, resorts, and conference centres.
- Conducted training needs analysis, developed training materials for customer delivery and use, prepared and led on-site training for corporate customers in English and in French throughout Europe, Middle East, Africa, and Australasia.

SKILLS

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- Organisation, analysis, record keeping, documentation creation and editing, process management, data and efficiency evangelist, team player, constant learner, explainer and storyteller.
 - French, conversation proficient.

EDUCATION AND CERTIFICATION

King's College London **London, United Kingdom**

Postgraduate Certificate of Education (PGCE) leading to state licensure UK Dept for Education Teacher Reg Num 02/37909

University of Maryland **College Park, USA**

BSc Computer Science

University of Virginia **Charlottesville, USA**

MA French

The Johns Hopkins University **Baltimore, USA**

BA (1) French and (2) Political Science

COMMUNITY TEACHING SERVICE IN DEVELOPING WORLD

US Peace Corps **Borsh, Vlorë province, Albania**

TEFL Primary- and Secondary-School Teacher January 2017 – December 2018

English for Years 4 – 12 in an Albanian state school following national curriculum.

Henan Provincial Polytechnic Institute **Nanyang, Henan province, PR China**

English-language Instructor September 2010 – June 2011

English conversation and composition at undergraduate level (approved LOA from above Amadeus Ltd employment).