

# Carol H. Holloway

1026 Avon Breeze Ct. Stone Mountain, GA 30083 | 404-518-7439 | [chhollow@bellsouth.net](mailto:chhollow@bellsouth.net)

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## SUMMARY

Collaborative, engaging and harmonious IT/Business Professional who is highly ambitious and resourceful. Coordinates and leads projects, acts as liaison between business and information technology, provides full project lifecycle management and creates team processes. Experienced as a Business Team Leader, Business Subject Matter Expert in the Utility industry.

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## CORE COMPETENCIES

Leadership| Business Management| Team Metrics| Solution Center| Customer Service| Strategic Planning| Software Tester| Project Management| System Analytics| Microsoft Office Suite| Disaster Recovery| Business Intelligence

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## PROFESSIONAL EXPERIENCE

### Application Development Teamleader

### Southern Company

2010 – present

- Work closely with portfolios, business units, and solution center resources, to estimate, gather, and fully document comprehensive business and functional requirements that provide the foundation for successful software solution delivery.
- Work with Development COE, Requirements COE, portfolios to resolve scope and operability effectiveness issues through identification of functional design options to meet business requirement most effectively and to track, analyze, and report production quality metrics with evolving strategies for continual improvement.

### Software Analyst

### Southern Company

1998– 2010

- Develop detailed business requirement documents for CSS (Customer Service System), AMI (Advanced Metering Infrastructure), and OCC (Online Customer Care) system enhancements, application improvements, and maintenance changes in support of Operating Company requests.
- Perform as the CSS liaison and single point of contact to Operating Companies in order to blend technology with business needs to achieve continuous business improvements delivering consistent and positive business results.
- Define and assist with testing and test plans, and coordinate post implementation review.
- Act as a liaison between Southern Company and our vendor, Accenture, and Manila affiliates.
- Support Southern Company Operating Companies with various production support activities including the OCC Committee, and the AMI Customer Service Team.

### Team Leader

### Georgia Power Customer Care Center

1991– 1997

- Assist the Customer Service Supervisor in providing work direction to approximately 20 employees who are responsible for answering customer inquiries and responding to customers' needs for electric service and accurate billing.
- Analyze and monitor monthly O&M budget to control cost. Make case for budget variances yearly and as needed.
- Give performance reviews and provide developmental feedback keeping comprehensive documentation.

### Customer Service Representative

### Georgia Power Company

1984 – 1981

- Consult with customers about their product or service needs.
- Exceptional customer service helps maintain high customer satisfaction and strengthens customer confidence in the dependability of Southern Company and the services they provide.

## Education

### MBA BUSINESS ADMINISTRATION | JUNE, 2007 | SHORTER COLLEGE AND STATE UNIVERSITY

- Business Administration

## **BBA BUSINESS ADMINISTRATION | JUNE, 1991 | GEORGIA COLLEGE AND STATE UNIVERSITY**

· Business Administration

### **Skills & Abilities**

- Analytical, business writing, Metric and Capacity financial reports, MS Office suite, MS Access, SQL.
- Ability to facilitate, negotiate, and communicate effectively, both written and orally.
- Strong interpersonal skills in dealing with customers, internal teams, and management at all levels.
- Ability to manage multiple priorities, take and ownership of projects, and work with minimal supervision

### **Business Certifications**

- Business Analyst Associate Certification
- ISTQB(International Software Tester Qualification Board) Certified Tester
- Customer Service Organization Leadership Development Program

### **Civic Affiliations**

- Junior Achievement Volunteer
- Chairperson of School Advisory County of DeKalb County School System (Robert Shaw Theme School, Champion Theme Middle School, Arabia Mountain High School)
- Fundraising Chairperson for YMCA Teen Initiative