

# Diamond Calhoun

Destrehan, LA 70047

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## Professional Summary

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Detail-oriented Technical Support Specialist with extensive experience in compliance operations, customer success, and technical support. Proven expertise in investigating and analyzing financial transactions, conducting due diligence, and ensuring adherence to regulatory standards. Skilled in cross-functional collaboration, risk mitigation, and workflow optimization. Adept at leveraging tools such as Salesforce, ServiceNow, and Microsoft Office Suite to manage data, document findings, and enhance operational efficiency. Strong background in customer relationship management, with over 7 years of experience providing high-quality service and support across diverse industries including finance, technology, and healthcare. Recognized for exceptional communication, problem-solving, and organizational skills that contribute to streamlined processes and improved customer satisfaction.

## Work Experience

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### **Compliance Analyst**

YRC INC-New Orleans, LA

May 2024 to Present

- Investigate and analyze manual referrals and automated alerts stemming from transaction monitoring systems.
- Conduct due diligence research on transaction activities across internal and external tools to assess legitimacy and mitigate risks.
- Document findings and create written narratives to support case investigations.
- Recommend case decisions based on investigative results in line with regulatory requirements and best.
- Identify patterns or emerging risks.
- Collaborate with cross-functional teams to evaluate, refine, and optimize compliance workflows, models, and procedures.
- Act as a subject matter expert for new and existing compliance operations tools, processes, and future enhancements.
- Test compliance tools, rules, and/or detection models, providing actionable feedback to technology machine learning teams.
- Remain current with industry standards to apply regulatory requirements and internal policies and procedures to case investigations.
- Maintain detailed documentation to demonstrate compliance with regulations and internal policies and procedures.

### **Customer Success Specialist**

Amazon Web Services-New Orleans, LA

March 2017 to January 2021

- Served as the primary touchpoint and relationship owner for selected high value customers.
- Provided a best in class experience for customers through effective stakeholder management, task management, decisive prioritization, and efficient execution.
- Handled requests through to resolution, including collaborating across teams of subject matter specialists.
- Modelled an investigative mentality to help address critical customer issues at the root cause.

- Represented and advocated for the customer across organizations to drive impactful changes.
- Conducted clear communication with internal and external partners to align on solutions and drive results.
- Onboarded customers and after understanding their goals, helping them understand how to use their account.
- Proactively monitored customers' accounts for any potential issues and when one is identified, either resolving it on their behalf or helping them do so.
- Introduced customers to newly released features or products that they may be interested in.
- Educated customers about benefits that they aren't currently taking advantage of, but could be.
- Served as an escalation point for any complex issues requiring additional attention beyond the initial support provided by inbound communication for deep dives of customer accounts requested by business partners, or based on customer request.
- Proactively identified customer needs before they become an issue to simplify the customer experience, reduce friction, and strengthen trust.

### **Help Desk Specialist**

Call Centre of Louisiana-Kenner, LA

June 2015 to March 2017

- Served as the first point of contact for patients seeking support, information, or assistance
- Played vital role in scheduling appointments, answering patient inquiries, verifying insurance, and ensuring each caller receives a positive and empathetic experience
- Exhibited excellent communication skills, a customer-first attitude, and the ability to handle sensitive patient information with confidentiality and professionalism
- Answered inbound calls and respond to patient inquiries in a courteous, compassionate, and professional manner
- Collected and updated patient demographic and contact information
- Classified calls appropriately, transferring to clinical staff or other departments as needed
- Documented all patient interactions accurately in the electronic medical record (EMR) system
- Provided clear instructions and information regarding office policies, treatment preparation, and follow-up care
- Managed high call volume while maintaining quality service standards and productivity metrics.

## Education

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### **High school diploma**

Destrehan High School-Destrehan, LA

August 2009 to May 2012

## Skills

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- Customer Service & Support
- CRM Systems (Salesforce, ServiceNow, Microsoft Dynamics)
- Written & Verbal Communication
- Report Writing & Data Entry
- Time Management & Organization
- Risk Management & Analytical Skills
- Technical Troubleshooting & Incident Management
- Email, Live Chat, and Phone Support

- Microsoft Office (Outlook, Excell, Powerpoint)
- Problem Solving & Conflict Resolution
- HIPPA Compliance & Patient Confidentiality