

BROOKE HOLLOWAY

Compliance Investigator

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366 Honeysuckle Circle Ranger, GA 30734



PROFESSIONAL SUMMARY

I am an experienced investigator and behavioral health professional with 10+ years of experience conducting thorough interviews, analyzing data, and preparing clear, actionable documentation in clinical and compliance settings. I have a proven ability to handle sensitive cases, assess credibility, and maintain strict confidentiality. With a proficiency in MS Office Suite, Gateway, and other case management systems, I am skilled in navigating both corporate and public service environments with professionalism. I am detail-oriented and able to handle multiple tasks simultaneously. I find my greatest strength is my adaptability and willingness to learn.

EDUCATION

Master of Social Work (MSW)

Southern Adventist University
Expected December 2025

Bachelor of Social Work (BSW)

Belhaven University | GPA 3.79
August 2020 | Magna Cum Laude

Associate of Business Administration

Georgia Northwestern Technical College
December 2017

PROFESSIONAL SKILLSET

- Investigative & Clinical Interviewing
- Report Writing & Documentation
- Fraud Detection & Program Integrity
- Public Speaking & Professional Collaboration
- Policy & Compliance Interpretation
- Trauma-Informed Communication
- Behavioral Health & Crisis Intervention
- Data Entry & Systems Proficiency (Extensive Excel & Gateway experience)
- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills

PROFESSIONAL EXPERIENCE

Compliance Investigator II | Office of Inspector General | State of Georgia | 2021- Present

- Conduct interviews and investigations related to SNAP and Medicaid fraud.
- Compile evidence, assess credibility, and prepare detailed reports for legal proceedings.
- Collaborate with law enforcement and attorneys to pursue intentional program violations.
- Utilize Gateway and internal databases for case tracking and evidence management.

Volunteer Therapist | Clinical Intern | Compassion House | 2023 - Present

- Provide therapy to women in transitional housing, focusing on trauma recovery and emotional regulation.
- Conduct clinical interviews, write case notes, and maintain HIPAA-compliant documentation.
- Work closely with supervisors and other professionals to ensure continuity of care.

Case Manager | Lead Worker | GA Dept of Family and Children Services | 2017 - 2021

- Provided training and coaching to new case managers and covered the OFI supervisory duties when out of office.
- Determined eligibility for state benefits and conducted client interviews.
- Handled sensitive cases, maintained accurate documentation, and ensured policy compliance.
- Advocated for families in crisis and coordinated access to services.

Office Administrator | Crossroads Treatment Center | 2015- 2017

- Coordinated intake for patients receiving methadone treatment and managed clinical records.
- Developed communication skills with clients in crisis or active addiction.
- Handled confidential data, schedules, and documentation in a high-volume setting.

Benefits Admin Assistant | Mohawk Industries - Corporate Headquarters | 2013 - 2015

- Administered employee benefits and assisted with upper-level corporate data management.
- Received extensive Excel training, including VLOOKUP, pivot tables, and data reconciliation.

- Maintained accurate documentation and supported HR communication across departments.