I just want to start out by saying I love HQY. I love the people and the work I do. This is the longest I have ever been at a company before and it's because of the great purple attitude HQY has. However, I am now considering finding employment elsewhere sadly, and I will explain why. I was hired on during the time Nate and Paige still ran operations. They would always appreciate every team member for the hard work they produced. It really made everyone feel great and appreciated and therefore it made everyone work harder and produce more because we were all satisfied and felt appreciated and cared for. Process changes were always welcomed and tried out, and any questions or concerns were answered. The department was alive and fun and everyone was friendly. That's how I fell in love with HQY. The hardworking, fun, caring environment, and awesome management was a big refresher because I had come from a job that lacked all of that. Nate and Paige later on found new job opportunities in the company and left. We all were sad but welcomed new faces and ideas.

Kellie was hired on as operations manager and Nate was there for a little before his new position started.

After Nate left and it was just Kellie running Ops, things started to go downhill. It started with her being demanding of team members and TL's. Kellie never cared to fully learn the processes all teams do everyday. That eventually led to team frustration because Kellie would put certain tasks with dedicated SLA's out of the way and we were told we all had to focus solely on the router (Grooper) when other tasks and SLA's were not getting done certain team members felt frustrated and worried. I among other brought those SLA concerns to Ashley Carter our current TL. Ashley listened and said she would go to Kellie about the Returned Cards, Stop Pays, and other tasks that were getting put behind because of the Router. Ashley came back and said Kellie said that the Router is top priority, when I among others voiced my concerns again about the SLA's we were told by Kellie that Router is number one priority and if other SLA's were missed that it would be placed on her. All of us team members accepted that and did what Kellie wished and what Ashley told us Kellie wanted done which was the router. Still stressed about the other tasks failing I brought up my concerns about that and management concerns to Alex, Ashley, and Paige. They counseled me the best they could and told me to remain positive etc. I decided to come up with new ideas to maybe help the flow more. Ashley Carter accepted my ideas and implemented them and tried them out. For that I am grateful that someone cared enough to trust me with finding a way to help out the team and believing in me. But my ideas did not last for long because Kellie came in and changed everything once again and things started falling again. I voiced my concerns to Kellie and I was brought into her office and I was told me and another team member are the reason the department is so negative, we are not negative people we just voice concerns and opinions. Kellie made me feel so bad about my self that I went home feeling like a terrible person I know that I am not. I went to Natalie Atwood with my concerns and she handled them correctly and made me feel like I mattered.  I have seen Kellie have heated conversations with Ashley Carter, even behind a closed door I could hear things being said. Ashley had to manage two teams and she tried her best every day and she went to war for us trying to get pour voices heard but our voices fell upon deaf ears. Kellie wanted everything done her way, no other way. When asked if she could do side by sides with us to learn our processes better so maybe she could understand our ideas and different SLA's she refused. My team lead could barley be my team lead because Kellie was making her do work that was not her work to do but she still did it with a smile on her face because that is who Ashley Carter is. She is a hard worker, and go getter. She will go above and beyond for HQY. No matter how stressful her day was or no matter what Kristi Gardner or Kellie said to Ashley she kept it professional by not telling us negative things about them but instead she was positive and kept reminding us that everyday would be a great day and she would still try her hardest for both of the teams she was managing. Ashley believed in me and my team, she lifted our spirits when hopes were down, she was the definition of PURPLE. One day without notice we were told Ashley no longer worked at HQY. I do not know the reason why but I do know she was the last thing keeping me at this company. She was "let go" for all the wrong reasons, Kellie is the one we have been having issues with. Not Ashley. Ashley was constantly blamed for things she pointed out and tried to fix. i just hope you really take this letter with high concern. Please make operations Purple again, please realize thew real issues. I come to work stresses and worried it will be my last day everyday, Kellie no longer looks at me or says anything to me, she socializes with a select few. It is like walking on broken glass in Ops. I feel like I will get fired for having an opinion and ideas and a voice. Nobody should feel that way. I love HQY, I just want to see HQY Operations be Purple again.

Thank you for reading this and taking time out of your day.