SHERELYN CANDILADO

- +63-976-344-0999
- sherelyncandilado09@gmail.com
- Blk21 Lot2 DLC3, City of San Jose del Monte, Bulacan

http://linkedin.com/in/sherelyn-candilado

Client-centric and performance-driven professional with 5+ years of expertise in 401(k) plan administration, client relationship management, and cross-border benefits servicing (U.S. & Canada). Proven ability to lead plan implementations, support complex account structures, and ensure compliance with regulatory frameworks. Recognized for exceptional communication skills, strategic problem-solving, and a consistent focus on improving the client experience.

Core Competencies

- 401(k) Plan Implementation & Administration
- Client Relationship Management
- Process Optimization & Workflow Management
- Onboarding Lifecycle Coordination
- Cross-Functional Team Collaboration
- CRM & Client Portal Tools (Salesforce, ServiceNow)
- Attention to Detail & Quality Assurance

Professional Experience

Plan Implementation Manager (John Hancock US Retirement – Manulife)

📍 September 2024 – March 2025

- Led end-to-end 401(k) plan conversions and onboarding for new clients, ensuring full regulatory compliance and timeline adherence.
- Coordinated with internal teams, advisors, and third-party administrators (TPAs) to align setup with client objectives.
- Enhanced the onboarding process by streamlining documentation and improving kickoff communications.

Client Account Manager (John Hancock US Retirement – Manulife)

📍 July 2021 – September 2024

- Served as the primary liaison for 401(k) plan sponsors, managing daily inquiries and annual plan reviews.
- Oversaw plan maintenance, participant education, and operational escalations.
- Worked cross-functionally with compliance, investment, and service delivery teams to ensure regulatory alignment.
- Increased client satisfaction scores through proactive outreach and tailored service solutions.

Customer Service Representative (Canadian Group Benefits - Manulife)

📍 August 2019 – June 2021

- Delivered accurate and timely support for Canadian group benefit plan members and sponsors.
- Resolved complex inquiries while maintaining SLA and call quality standards.
- Built long-term rapport with clients by ensuring personalized and effective support.

Customer Service Representative – Energy Australia (TeleTech Philippines)

📍 June 2018 – May 2019

- Responded to billing, plan changes, and account inquiries for Australian customers.
- Resolved issues efficiently while maintaining a customer satisfaction.
- Handled escalated cases and implemented first-contact resolution strategies.

Technical Skills

- CRM Tools (e.g., Salesforce, ServiceNow)
- Microsoft Office Suite (Excel, Outlook, Word, Teams)
- Retirement Plan Systems
- Client Portals & Knowledge Base System

Education

Bachelor in Secondary Education - Major in English

New Era University

(College Undergraduate)