

ROBERT L. ARNOLD JR.

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PROFESSIONAL SUMMARY

Experienced professional administrator with in-depth knowledge and demonstrated success in the following areas:

- Microsoft Office
- Customer Service
- Communication
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- Data Entry
- Proofreading
- Organization

• KEY ACCOMPLISHMENTS

- Recognized frequently for providing exceptional Customer Service, the ability to work independently (as well as on a team) and for establishing and maintaining excellent working relationships with both employees and managers
- Created a spreadsheet to keep track of the status of the processing of the customers' inquiries of the pension plan (20,000 participants and retirees)
- Selected as the contact person: researched, analyzed, and solved problems for any transactions prior to the 401Plan (30,000 employees) being outsourced and communicated with the account managers and the participants

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• PROFESSIONAL EXPERIENCE

- Communicated with participants, lawyers, relatives, and others by Phone, emails, and in person
- Provided customer service (resolved inquiries of all types)
- Complicated problem solving, including recommending process improvements to management
- Filed and maintained detailed records and files electronically and manually
- Calculated 50 pensions and 200 loans monthly
- Assisted with: Audits, acquisition of new subsidiaries, investigations, complaint resolutions and retired health plans
- Explained to employees the rules governing the plans, including the relevant IRS code, ERISA, and other Federal and State rules
- Updated clients' personal status and retrieved data from PeopleSoft

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- *HUMAN RESOURCES ADMINISTRATION*, New York, NY 2014 –
Present
- **Administration Intern**
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- *CARE GIVER – FAMILY MEMBER*, Bronx, NY 2009-
2014
- **Provider**
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- *THE BANK OF NEW YORK MELLON*, New York, NY June 1987 – October
2009
- **Senior Benefit Administrator**
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• EDUCATION / PROFESSIONAL DEVELOPMENT

- **B.A., Management Information Systems** (*161 credit course completed*)
- Pace University, New York, NY
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- **School of Continuing Education: Retirement Healthcare, Pension Plans**
- New York University, New York, NY
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- **Certified Microsoft Word and Excel**
- Goodwill Community Foundation Learn, Bronx, NY