**Robert L. Arnold Jr.**

**M: 646-853-1242 E: Robert.l.arnold@gmail.com**

**PROFESSIONAL SUMMARY**

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

* Microsoft Office
* Customer Service
* Communication
* 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

**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

*HUMAN RESOURCES ADMINISTRATION*, New York, NY **2014 – Present**

**Administration Intern**

*CARE GIVER – FAMILY MEMBER*, Bronx, NY **2009-2014**

**Provider**

*THE BANK OF NEW YORK MELLON*, New York, NY **June 1987 – October 2009**

**Senior Benefit Administrator**

**EDUCATION / PROFESSIONAL DEVELOPMENT**

**B.A., Management Information Systems** *(161 credit course completed)*

Pace University, New York, NY

**School of Continuing Education: Retirement Healthcare, Pension Plans**

New York University, New York, NY

**Certified Microsoft Word and Excel**

Goodwill Community Foundation Learn, Bronx, NY