ERIC SCHOONMAKER

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SUMMARY

Experienced Benefits Manager with an interest for using large data to automate benefits systems. Skilled at working independently and collaborating with teams across multiple functions and locations to effectively manage benefits systems. Excels at solving complex problems and effectively communicating to important stakeholders, including clients at large-scale companies.

TECHNICAL SKILLS

Tools: Advanced Excel, SQL, Python, JavaScript (D3.js, Leaflet.js), HTML/CSS, API Interactions, Tableau, Machine Learning
Databases: Sybase, MySQL, PostgreSQL

EXPERIENCE

Service Delivery Manager – Pension Benefits Administration   October 2012 – Present
Conduent (Formerly Xerox HR Services) • Secaucus, NJ

Responsible for overseeing and managing pension administration for large-scale clients. Primary client contact for reports, research and escalations. Create SQL queries to access data from Sybase database service to validate and calculation results and for preparation of company reporting. Perform data analysis and calculations for qualified and non-qualified pension plans. Coordinate and deliver requests for ad-hoc reporting. Review and track all client escalations and defects to identify trends.

Key Accomplishments:

- Assisted in the successful transition of a new client from implementation through the go-live and achieved stable ongoing status
- Received promotions including Senior Analyst and Service Delivery Manger

Pension Benefits Analyst   May 2010 – October 2012
American Federation Musicians & Employers' Pension Fund • New York, NY

Calculated, analyzed and reviewed pension benefits for retirees. Responsible for reviewing and processing pension applications. Directly communicated with retirees to answer plan and retirement related questions. Reviewed Qualified Domestic Relations Orders (QDRO) for compliance.

Key Accomplishments:

- Received multiple promotions during time at the Pension Fund, including Research Analyst and Pension Benefits Analyst

Assistant Manager   August 2007 -September 2009
AIG American General

Helped oversee $12 million dollar credit-lending office. Evaluated credit risk and approved applications within lending authority. Assembled all required documentation and verifications for processing and underwriting applications. Compiled reports to identify lending trends and new business opportunities.

Key Accomplishments:

- Participated in the hiring and training of two new employees
- Achieved promotion to Assistant Manager within 18 months of hiring

EDUCATION

Data Science Bootcamp Certificate (2019) • Rutgers University • Jersey City, NJ

A 24-week intensive program focused on gaining technical programming skills in Excel, VBA, Python, R, JavaScript, SQL Databases, Tableau, Big Data, and Machine Learning.

Bachelor of Science in Business Administration
Bucknell University (2007) • Lewisburg, PA

LICENSES: Resident Producer – Life and Fixed Annuities / Credit Life & Disability