

# SONYA MILAN

sonanmil@gmail.com

836 W. Panorama Drive Palatine, IL 60067

[www.linkedin.com/in/sonyamilan](http://www.linkedin.com/in/sonyamilan)

224.221.7871

## HUMAN RESOURCES MANAGER

**Conflict Resolution ▪ Organizational Development ▪ Talent Management**

### PROFESSIONAL PROFILE

Versatile, results-driven client-focused professional seeking to leverage recent MBA concentrating in Human Resource Management and extensive customer service experience into a Human Resources Management position. Optimal professional with relationship building experience, coupled with proven success in handling highly confidential materials and information.

- Effective in motivating, finding common ground and improving team synergy.
- Possess experience with MS Office Suite.
- Service-centric high achiever dedicated to gaining the trust of internal and external clients, while ensuring that their expectations and requirements are achieved and surpassed.
- In-depth knowledge of benefits administration, training, performance management, FMLA, ADA, EEOC, USERRA, worker's compensation, project management.

### EDUCATION

#### MASTER OF BUSINESS ADMINISTRATION, HUMAN RESOURCES

Keller Graduate School of Management, Chicago, Illinois 2014

#### BACHELOR OF HOSPITALITY MANAGEMENT

Chicago State University, Chicago, Illinois

Society for Human Resource Management (SHRM) - Member

### RELEVANT EXPERIENCE

Aon Hewitt, Lincolnshire, Illinois — April/2015 to Present

#### CUSTOMER SERVICE CLIENT SPECIALIST

Collaborate with HR Service Center Manager(s) to achieve the Service Center's daily deliverables, goals and targets. A subject matter expert supporting a client group's team of customer service associates on HR related questions such as healthcare benefits, savings, life benefits, retirement plans, LOA, Payroll, compensation other human resource related services.

- Quality assurance call monitoring and coaching
- Execute the tailoring and delivery of client specific training

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Aon Hewitt, Lincolnshire, Illinois — September/2010 to April/2015

## **CUSTOMER SERVICE REPRESENTATIVE III**

Execute all duties related to providing excellent customer service to clients. Liaise with clients via inbound and outbound telephone calls. Identify and resolve customer issues. Perform in-depth research to facilitate issue resolution. Monitor project timelines to ensure timely completion. Respond to client inquiries pertaining retirement plans, benefits and health plans. Resolve escalated customer issues. Mitigate staff problems. Manage a team of 45 customer service professionals. Handle up to 60 calls daily. Generate reports for management.

### **Accomplishments:**

- Trained and mentored newly hired and existing employees on corporate policies and job duties.
- Conducted staff performance appraisals.

Affirmative Insurance, Burr Ridge, Illinois — August/2006 to March/2010

## **CLAIMS UNIT ASSISTANT**

Collaborated with property damage Adjuster to keep clients up-to-date on claim status. Gather reports to assist with investigations. Conducted interviews with all pertinent parties involved in claim process.

### **Accomplishments:**

- Rectified outstanding invoices, supplements and payments on claim files.

Cub Foods, Chicago, Illinois — November/2000 to February/2005

## **CUSTOMER SERVICE MANAGER**

Managed a top-notch team of 20 Customer Service professionals. Ensured adherence to quality standards and deadlines. Rapidly respond to and resolve customer issues.

### **Accomplishments:**

- Gained in-depth knowledge of customer service and satisfaction.