

# Val Lang

BENEFITS MANAGER | CLIENT SERVICES | HR INFORMATION SYSTEMS

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## Professional Summary

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Dedicated and results-oriented professional with extensive experience in employee benefits operations, administration, and compliance. Proven ability to manage enrollment processes, develop SOPs, and ensure data integrity. Expertise in HRIS systems, audits, and cross-functional collaboration to optimize benefits programs. Eager to leverage a strong background in financial and operational strategy to enhance benefits offerings and employee experience at your organization.

## Work Experience

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### CNO FINANCIAL GROUP/OPTAVISE | Supervisor of Employee Benefits Processing 2023 - present

- Orchestrated benefits processing operations, ensuring accurate, timely, and compliant administration of employee changes.
- Managed open enrollment and new hire enrollment processes, educating employees to enhance benefits understanding and utilization.
- Authored Standard Operating Procedures (SOPs) and client communication templates to streamline workflows and improve operational consistency.
- Conducted audits, verified data integrity, and collaborated with cross-functional teams to resolve escalated cases and system issues.

### NEW YORK LIFE INSURANCE | Insurance Agent & Registered Representative 2021 - 2023

- Developed personalized insurance, employee benefits, and financial solutions for individuals, families, and small businesses, including life insurance, retirement planning, college savings, and comprehensive insurance programs while ensuring regulatory compliance.
- Supported the team with lead generation strategies, including developing targeted outreach campaigns, utilizing data-driven tools, and sharing best practices to warm leads and enhance the effectiveness of client acquisition.

### SINGLECUT BEERSMITHS | Head of Finance, HR & Legal Compliance 2015 - 2020

- Directed financial and operational strategies for growth-oriented companies, guaranteeing compliance, effective risk management, and accurate reporting.
- Formulated and managed budgets, forecasts, and cash flow projections, delivering data-driven analysis to support strategic decision-making.
- Administered audits, tax filings, and regulatory compliance, maintaining meticulous records and robust internal controls.
- Lead process improvements and implement technology solutions to optimize resource allocation and support business expansion.

### CITY UNIVERSITY OF NY HUNTER COLLEGE | Athletics Dept Business Manager 2005 - 2016

- Administered budgets and fund allocations for State and Student Activity Funds, ensuring adherence to NCAA and EADA regulations.
- Spearheaded the procurement of athletic supplies and equipment, optimizing costs while upholding quality standards.
- Facilitated facility projects by coordinating with vendors, overseeing compliance, and providing operational guidance.
- Generated comprehensive financial reports, performed cost analyses, and presented strategic recommendations for resource optimization.

## Education

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### Cornell University 2025

Human Resources Management

### UNESP Universidade Estadual Paulista Júlio de Mesquita Filho 1996 - 2000

Bachelor's in Education

#10 BEST Global Universities in Latin America #6 BEST Global Universities in Brazil

## Licenses & Certificates

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- Life & Health Insurance License
- FINRA SIE, S6, S63
- IFEBP Certificate in Self-Funded Health Plan Basics
- IFEBP Certificate in Absence Management
- IFEBP Certificate in ERISA Compliance
- IFEBP Certificate in Health Plan Navigation

## Key Competencies

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- **Benefits Program Design & Administration**

Support the development and administration of employee benefits programs, including program design, life event changes (e.g., marriage, birth), wellness rewards initiatives, and maintaining clear documentation of benefits policies and procedures.

- **Vendor Management & Coordination**

Oversee relationships with insurance carriers, brokers, and third-party administrators through effective vendor management, issue resolution, plan updates, and monitoring service performance.

- **Benefits Analysis & Cost Management**

Perform benefit analysis, cost modeling, and budgeting to evaluate plan performance, forecast costs, and support strategic decisions regarding employee benefits offerings.

- **Data Integrity & Reporting**

Ensure data integrity through accurate recordkeeping, regular audits, and detailed reporting within HR systems, requiring strong attention to detail to maintain compliance and reliable benefits data.

- **HRIS Subject Matter Expert & Implementation Support**

Provides expert guidance on commonly used HRIS platforms (Workday, ADP, UKG, bswift, ExponentHR, Lawson), supporting implementation and configuration to ensure seamless workflows and accurate data.

- **Employee Benefits Operations**

Manage enrollments, eligibility updates, and life event changes while maintaining proper documentation, supporting wellness programs, and ensuring smooth day-to-day benefits administration.

## Skills & Technology

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- Employee Benefits Administration, Enrollments, Dependent Verification Eligibility
- Team Leadership, Team Building, Workforce Management, Strategic Planning
- HR Information Systems (UKG, ADP, Workday, bswift, ExponentHR, Lawson)
- Productivity, Work OS (Atlassian JIRA, Confluence, Monday, ClickUp, Microsoft Planner)
- CRM and Lead Generation (Salesforce, HubSpot, Zoho CRM, Hunter.io, Apollo.io, ZoomInfo)
- Data Integrity & Reporting, Escalations Management
- Health Insurance, Voluntary Benefits, Retirement Plans
- Vendor Management & Coordination
- ERISA, HIPAA, ACA Compliance
- Human Resources, Policy Development, Audits & Risk Management
- Microsoft Suite, Google Suite, Adobe Suite
- Project Management, Cross-functional Collaboration. Process Optimization, SOPs, Knowledge Articles

## Languages

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English (fluent), Portuguese (native)

## Professional Profile

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**LinkedIn** [linkedin.com/in/valquirialang](https://www.linkedin.com/in/valquirialang)

**Portfolio** [99isnot100.netlify.app](https://99isnot100.netlify.app)