REALYN VILLANUEVA

PROFESSIONAL EXPERIENCE

HR - US Benefits Specialist - Subject Matter Expert

Tata Consultancy Services | March 2025 - Present

- Serve as the Subject Matter Expert (SME) for U.S. employee benefits, supporting health, dental, vision, life insurance, disability, retirement, and leave programs.
- Resolve complex and escalated employee benefits inquiries through phone, email, ticketing systems, and case management while ensuring accuracy, compliance, and SLA adherence.
- Coach and mentor Benefits Specialists by providing real-time guidance, policy interpretation, process clarification, and quality support.
- Partner with vendors, carriers, and internal stakeholders to resolve benefit discrepancies and improve service delivery.
- Support quality assurance initiatives by identifying process gaps, analyzing trends, and recommending process improvements.
- Maintain and update SOPs, job aids, and training materials while ensuring compliance with ERISA, HIPAA, COBRA, ACA, and company policies.
- Assist in onboarding and training new team members to promote knowledge sharing and operational consistency.

Recognition:

- **Q2 ROCKSTAR Award (Q2 2026)** - Recognized for outstanding performance in resolving complex employee benefits investigations with accuracy, analytical excellence, and high-quality service.

Coordinator - Project Management

OKADA MANILA | July 2024 - March 2025

- Facilitated vendor presentations and gathered project requirements to ensure timely project execution and stakeholder alignment.
- Oversaw testing phases (QAT, SIT, UAT, KUT) for system functionality and compliance.
- Organized project meetings and steering committee reviews; coordinated knowledge transfer sessions with vendors, users, and the Application Support teams.
- Prepared and distributed accurate Project Status Reports, keeping stakeholders informed of progress and milestones.
- Maintained project documentation and secured timely approvals for CRs, RFPs, and key deliverables.

Key Projects:

- SAP Recruitment Management & Recruitment Marketing, MegaXcess API Integration, New Okada Manila Website, Player Card Management System, HR Ticketing System, Inventory Management System

HR Associate – Compensation and Employee Services

OKADA MANILA | January 2022 - July 2024

- Managed end-to-end employee benefits administration in compliance with company policies and government regulations.
- Managed enrollments, membership changes, and terminations with external partners (HMO, Group Life Insurance).
- Oversaw leave management, sickness and maternity claims, and Certificates of Employment processing.
- Served as liaison with government agencies (SSS, PhilHealth, HDMF, BIR) for accurate reporting, and compliance.
- Processed renewal of government permits and licenses, ensuring timely submission and documentation.
- Led onboarding and orientation sessions for new hires, introducing company policies, benefits, and HR services.
- Supervised and mentored OJT interns, providing guidance on HR processes, training, and professional development.
- Supported recruitment and onboarding initiatives during hiring events, ensuring smooth candidate experience.
- Contributed to employee engagement initiatives and recognition programs.

Key Projects:

- Government Caravan, Beauty and Wellness Caravan, Employee Service Awards, SAP SuccessFactors Performance Management and Goals Management

Customer Support Specialist

EQUICOM SHARED SERVICES, INC. - February 2017 - February 2018
MAXICARE HEALTHCARE CORPORATION - March 2018 - January 2022

- Assisted members with service availments, addressing inquiries and concerns via phone or email using Salesforce CRM.
- Evaluated coverage eligibility, documented transactions, and generated Letters of Authorization.
- Participated in wellness programs, including the Grand Wellness Caravan.

SKILLS

- **Technical Skills:** MS Office (Word, Excel, PowerPoint, Project, Outlook, Visio, Power BI)
- **CRM & Ticketing Systems :** Salesforce, ServiceNow, SAP SuccessFactors, Fresh Service, Workday
- **Project Management Tools:** Jira, Asana, and Trello, ClickUp
- **Process Improvement:** Six Sigma methodologies

CERTIFICATIONS

- **The Payroll Professional** - ADP (Automatic Data Processing, Inc.)
- **Organizational Risk Management** - American Academy of Financial Management
- **Certified Cybersecurity Essentials Holder** - Cisco Networking Academy
- **Six Sigma Yellow Belt** - Process Doctors Academy
- **Project Management** - MST Connect PH
- **General Virtual Assistant** - ProVA Philippines

EDUCATION

Bachelor of Science in Computer Technology
Eulogio “Amang” Rodriguez Institute of Science and Technology (EARIST)
2012 – 2016