

SHELLY BORDEN

CPC, QPA, QKA

DB Client Relations Manager

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Current Responsibility

Shelly Borden is a client relations manager for Milliman's Employee Benefits Administration and Consulting Practice.

She is a team leader in the Defined Benefit Administration Services Group, which provides services to qualified and nonqualified defined benefit pension plans. She is directly responsible for all aspects of the day-to-day operations of her team, including workflow, data management, forms processing, pension calculations, and retiree payment administration for clients. She is responsible for ensuring that all work is completed in accordance with practice standards governing quality assurance and timely delivery. Shelly is also experienced in working with multiple public plans with complex union rules. She joined Milliman in 2009.

Professional Work Experience

Shelly has extensive experience in managing all administrative aspects of defined benefit corporate and public retirement plans. Her experience includes the day-to-day management of the team, special projects, benefit calculations, calculation testing, overseeing the implementation of new clients, data management, training junior staff members, and monthly events processing.

Professional Designations

- Certified Pension Consultant (CPC), American Society of Pension Professionals and Actuaries (ASPPA)
- Qualified Pension Administrator (QPA), ASPPA
- Qualified 401(k) Administrator (QKA), ASPPA

Education

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Affiliations

Member, American Society of Pension Professionals and Actuaries (ASPPA)