

# VERNA BRENNER

CPC, QPA, QKA

Principal and DB Director of Client Relations

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## Current Responsibility

Verna Brenner is a principal and director of client relations in the Milliman Employee Benefit Administration and Consulting Practice. Verna is responsible for directing the day-to-day operations of a group of client relations managers within the pension administration group. She ensures smooth communication by building and maintaining strong relationships with clients, understanding their needs, and ensuring satisfaction with our products and services. She joined the firm in 2006.

## Professional Work Experience

With over two decades of dedicated service in the retirement industry, Verna brings invaluable expertise in supervising and managing diverse defined benefit administration teams. Her extensive experience encompasses daily team management, SOC Audit management, special project spearheading, rigorous system testing, and seamless event processing for an array of large-scale clients. Verna's role extends beyond mere oversight, as she assumes responsibility for all aspects of workflow and project management, ensuring impeccable client services and meticulous adherence to industry practice standards. With a steadfast commitment to excellence, Verna consistently delivers optimal outcomes in every facet of her role.

Prior to joining Milliman, Verna worked for more than 11 years in the defined benefit practice at another major consulting firm.

## Professional Designations

- Certified Pension Consultant, (CPC), ASPPA
- Qualified Pension Administrator, (QPA), ASPPA
- Qualified 401(k) Administrator, (QKA), ASPPA

## Education

- BA, Business Administration, Oswego University, Oswego, NY
- MS, Management Science, Oswego University, Oswego, NY

## Presentations and Publications

- Fiduciary Responsibilities: Wanted Dead or Alive- 7/2017
- Plan termination pitfalls and how to avoid them – 10/2018