

# KEVIN HICKS

CPC, QPA, QKA

Senior MARC Account Manager

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## Current Responsibility

Kevin Hicks is a Senior MARC Account Manager for the Milwaukee office of Milliman. He joined the firm in 2000.

## Professional Work Experience

Since being hired, Kevin has worked primarily on the Milliman Actuarial Retirement Calculator (MARC) pension administration and communication system. More recently, he has led the development of the Milliman Online Total Rewards (OTTER) and Data Accumulation and Reconciliation Tool (DART) products. OTTER is a new product used by employers to communicate to individual employees their entire benefits package. DART is a new product that will be used by employers to provide and reconcile annual valuation data.

Kevin's primary responsibilities include the installation, customization, and ongoing support of the MARC, OTTER, and DART systems. He is directly involved in product development to ensure a streamlined user experience. He has also given many product demonstrations and provided on-site training for clients.

Kevin has also managed several special projects. One of these involved a custom website built by Milliman to assist benefit plan participants. Specifically, the website was designed to give employees a "plan choice" wherein they could choose to either (a) remain in an existing defined benefit plan, or (b) cease future accruals in an existing defined benefit plan in exchange for enhanced 401(k) matching benefits.

## Professional Designation

- Certified Pension Consultant, American Society of Pension Professionals & Actuaries
- Qualified Pension Administrator, American Society of Pension Professionals & Actuaries
- Qualified 401(k) Administrator, American Society of Pension Professionals & Actuaries

## Education

- AS, Mathematics, Lincoln Land Community College
- BS, Actuarial Science, University of Illinois