

JACKIE WILLEY

QKA

Senior Benefits Communication Consultant

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Current Responsibility

Jackie Willey is a senior benefits communication consultant for Milliman's Employee Benefits Administration Practice.

Jackie serves as a subject matter expert and key technical resource for defined contribution education content and uses the skills she acquired over her 17 years in the retirement plan industry to deliver top-notch retirement communication services to clients and assist in DC curriculum development. She joined Milliman in 2019.

Professional Work Experience

Before joining Milliman, Jackie was a Vice President and Senior Retirement Plan Consultant with Hays Financial Group, where she successfully supported over 30 client relationships, benchmarked client plans, developed custom communication strategies, and served as a key consultant for complex compliance resolutions.

Jackie also gained extensive record keeping experience as a Client Service Consultant at Wells Fargo Institutional Trust Services. Her responsibilities included ensuring the accuracy of plan information and collaborating with clients and internal team members to facilitate complex plan changes.

Professional Designations

Qualified 401(k) Administrator (QKA), ASPPA

Education

BA (Summa Cum Laude), Business Management, Luther College