

JACQUELINE MADRIGAL, CSFS®

Email: jacquelinemadrigal@live.com
Cell: (714) 335-5992 / (949) 910-6563

PROFESSIONAL EXPERIENCE

Vice President, Benefits Manager

CITY NATIONAL BANK, Los Angeles, California (2014 – May 2024)

A subsidiary of Toronto-based Royal Bank of Canada, City National Bank has \$92 billion in assets, with 6,000 colleagues, and is the 30th largest bank in the United States (as of 12/31/23).

Skills:

- Leadership, strategy, negotiation, analytical, problem-solving, and technical proficiency (HRIS configuration- UKG & ADP, Microsoft Office, etc.).
- Trusted advisor with thorough knowledge of insurance industry practices, standards, compliance, regulations, benefits technology, and protocols.
- Experience in finance, manufacturing, retail, and hospitality environments.
- Expertise in benefits plan legislation such as ERISA, COBRA, FMLA, Cafeteria/Section 125, Affordable Care Act, and other relevant regulations.
- Experience in Retirement Plans (DB, DC, 401(k), and Deferred Comp.)

Responsibilities:

- Evaluate current practices and implement strategies that meet existing and future goals that promote efficiency, support best practices and risk goals, adhere to compliance requirements, and are sustainable.
- Enhance and develop strategies and plan designs that result in efficient, cost-effective, competitive, and value-added services, programs, and benefits that support a diverse workforce's needs for attracting and retaining talent.
- Coordinate and ensure compliance that promotes achievements of City National Banks' mission, vision, and values for federal, state, and local regulations and best practices. Reviews and modifies policies and procedures to maintain compliance. (e.g., Affordable Care Act, ERISA, Department of Labor, and Internal Revenue Service).
- Provide counsel to executive leadership, mid-level management, and colleagues on all matters relating to benefits, including but not limited to - strategy, administration, implementation, eligibility, and issue resolution. Seen as a trusted advisor.
- Responsible for coordinating and facilitating Vendor Management risk assessments, resolving issues with the business unit, subject matter expert, and/or relationship manager, and performing quality assurance reviews.
- Provide effective leadership, including individual goal setting/performance reviews, managing employee development, recognizing and appreciating contributions, mitigating conflict and communication problems, planning/facilitating team activities, coaching, developing, and managing team members to build organizational capability and provide opportunities for job enrichment. Fostering a culture of collaboration, transparency, innovation, and continuous improvement.

Director, Benefits, Workers Compensation, and Distribution Center Employee Relations

AMERICAN APPAREL, USA, LLC, Los Angeles, California (2008 to 2014)

Founded in 1989, it was one of North America's largest apparel manufacturers and marketers, with over 9,000 employees.

Provided comprehensive leadership and coordination for employee relations functions within the organization, including talent acquisition and development, worker's compensation, benefits, leave of absence, regulatory compliance, training, leadership development, and strategic planning across manufacturing plants and retail locations—a member of the executive leadership team and reporting directly to the CEO.

- Managed all settlement authority processes for Worker's Compensation claims. Additionally, I oversaw the interactive process for Leave of Absence in conjunction with the Legal Department.
- Lowered litigation claims and cost of existing litigated claims by implementing creative/innovative tactics.
- Developed and implemented a robust benefits program to attract and retain top talent while saving the company over \$1 million.
- Developed cost-saving strategies that decreased medical spending below market trend (e.g., Rx generic utilization increased from 76% in 2009 to 89.7%).
- Negotiated carrier costs and broker commission levels, resulting in further company savings.
- Implemented and managed the transition to a new TPA for a self-funded healthcare program, resulting in improved services, cost savings, and a seamless program transition.
- Built and implemented effective administrative HR processes, which resulted in cost savings, improved efficiencies, and improved employee communications.

Healthcare Administrator and Account Manager

SULLIVANCURTISMONROE (SCM), Irvine, California, (2000-2007)

Privately owned California premier, an independent regional insurance brokerage firm that offers complete risk management services, employee benefits, loss control, healthcare management, and a wide array of insurance solutions for businesses and individuals

Oversaw the design, compliance, and implementation of contractual agreements that adhered to regulatory guidelines (e.g., state, federal, local, ERISA, COBRA, etc.) of clients' benefits program consisting of 401k, group healthcare, and ancillary products to ensure efficient plan administration. Created the Benefits Administration department to administer existing SCM's client benefits.

- NORTHWESTERN MUTUAL LIFE, Santa Rosa, California, (1999-2000) Insurance Sales Agent
- BIRTCHER MEDICAL SYSTEMS, Irvine, California, (1993-1995) Regional Administrator II
- CSI CA SPECIALTY INSURANCE SERVICES, Irvine, California, (1990-1992) Production Manager
- FGS INSURANCE AGENCY, INC., Irvine, California, (1985-1990) Customer Service Supervisor

EDUCATION

SONOMA STATE UNIVERSITY: Bachelor of Arts in Liberal Studies with Distinction

UNIVERSITY OF CALIFORNIA IRVINE: Human Resource Management Certificate

CERTIFICATIONS, DESIGNATIONS & PROFESSIONAL AFFILIATIONS

Retirement Plans Certificate - International Foundation of Health and Employee Benefits (IFEHP)

Benefit Plan Administration Certificate - (IFEHP) Health Care Plan Certificate - (IFEHP)

HR Generalist Certificate - Society for Human Resource Management (SHRM)

Certified Self-Funding Specialist (CSFS) Designation - Health Care Administrators Association (HCAA)

Society for Human Resource Management (SHRM)

International Foundation of Employee Benefit Plans (IFEHP)

REFERENCES

To be provided upon request.