



# CYNTHIA MILNER

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An experienced administrative professional with a 30+ year career in the life insurance industry. Initiative-taking and enthusiastic individual with superior skills in both team-based and independent roles. Offer a strong work ethic and excellent organizational skills within any setting and excited to begin a new opportunity with a successful team.

## EXPERIENCE

**APRIL 2007 – JULY 2020**

**SALES ADMINISTRATION MANAGER**, EXAMINATION MANAGEMENT SERVICES INC (EMSI)

- Worked with the Senior Vice President of Sales and Relationship Management and all team members
  - Data gathering and reporting: Prepare and analyze sales reports, monthly results to customers, diversity reporting, budget planning and analysis
  - Organization: Attendance at industry events such as AHOU, NAILBA and LIDMA, facilitate meeting planning, travel arrangements, attendance tracking
  - Sales and Relationship Management: Preparing sales presentations, assisting the sales and relationship management team with creating contracts and contract renewals, onboarding new customers and problem resolution with existing customers

**OCTOBER 1987 – APRIL 2007**

**FINANCE**, EXAMINATION MANAGEMENT SERVICES INC (EMSI)

- Division Controller: Responsible for financial reporting of the Medical Record Retrieval division, general ledger entries and reconciliation
- Accounts Payable Manager: Responsible for general ledger coding and entering invoices into payment system, processing weekly payments
- Accounts Receivable Clerk: Data entry of invoices from different branch offices into the billing system

## EDUCATION

**1996**

**ATTENDED**, MCLENNAN COMMUNITY COLLEGE

Studied Business Management and Accounting; member of Phi Theta Kappa

## **SKILLS**

- Adept in Microsoft Office products:  
Excel, Word, PowerPoint, Visio, SharePoint
- Proficient in Microsoft Dynamics CRM
- Familiar with Microsoft PowerBI
- Oracle Hyperion
- Customer service
- Customer retention
- Data gathering and reporting
- Proactive problem solving