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Top Skills

Strategic Human Resources
Leadership

Employee Benefits Design

Mergers & Acquisitions

Certifications

Certified Employee Benefit Specialist
Insights for Innovation

Carole Mendoza

Global Benefits Executive | Supporting Fortune 500s with Benefits Programs, Healthcare Savings & Business Strategy
Greater New York City Area

Summary

with deep technical expertise in designing and delivering employee-focused global benefits programs.

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For 20+ years, I have been developing innovative, progressive solutions in benefits, human resources, and healthcare planning at global companies like IBM, Amgen, and eBay. As a global benefits leader, I strive to reach solutions that positively impact the lives of my employees, addressing their complex needs while also driving efficiencies and cost savings for some of the world's leading organizations.

As the current Director of Global Health Benefits & Well-Being Strategy for IBM, I've worked to overhaul the US benefits program, which resulted in simpler and better benefits for IBMers with no employee cost increase for the first time in 8 years.

- ✓ Implemented a global brokerage arrangement for Amgen, realizing 10% in initial annual savings.
- ✓ Developed a new governance process outside of the US for health and well-being program delivery.
- ✓ Saved \$17M+ in annual benefits savings over the course of career at IBM, Amgen, and Life Technologies.
- ✓ Was an early adopter of HSA-compliant high deductible health plans (HDHP) in 2005 and promoted the full-replacement HDHP plans in 2010, earlier than other industry leaders.
- ✓ Provided internal thought leadership to C-suite regarding employer plan sponsors' role in US medical/pharmacy benefits.
- ✓ Supported the commercial organization in leading a migraine awareness campaign for internal and external audiences.

✓ Spoke at HLTH Conference, National Business Group on Health, CEO Roundtable on Cancer, and the Conference Board Health Care Conference.

✓ Participated in the International Foundation of Employee Benefit Plans and the Health Transformation Alliance.

My aim is to make IBM and each one of my companies a top place to work. To learn more, please contact me here on LinkedIn or at [carolejmendoza\(at\)gmail.com](mailto:carolejmendoza@gmail.com).

Experience

IBM

DIRECTOR: GLOBAL HEALTH BENEFITS STRATEGY | Benefits Savings – Employee Engagement

2018 - Present (2 years)

Armonk, New York

I joined IBM as their Director of Global Health & Well-Being Strategy to design their global health and wellness program – a project with a scope encompassing more than 380K employees in 100 countries.

For FY20, we overhauled the US benefits program, which resulted in simpler and better benefits for IBMers with no employee cost increase for the first time in 8 years. In addition, when we rolled out the program, we achieved a 74 Net Promoter Score (NPS) by implementing the first-ever employee-focused sessions to assess the program changes. The co-creation sessions and communication campaign won two Gold Quill Awards from the International Association of Business Communicators (IABC).

✓ Improved financial efficiency of US medical plans by 13%, allowing for flat employee contributions 2 years in a row.

✓ Introduced an innovative advocacy program to improve our employees' benefits experience.

✓ Developed a global governance program process for the delivery of our health and well-being programs.

✓ Responded to COVID-19 crisis by closing global behavioral health gaps and improving medical access and coverage.

- ✓ Implemented a global World Mental Health Day observance.
- ✓ Increased my team's engagement score 15 points.

Amgen

EXECUTIVE DIRECTOR: GLOBAL BENEFITS | Employer Benefits
SME – Thought Leadership

2014 - 2018 (4 years)

Thousand Oaks, CA

I had two key functions as the Executive Director of Global Benefits at Amgen: to design and provide local guidance for the global benefits program affecting 20K staff around the world and to deliver benefits strategy for the 12K employees in the US and Puerto Rico.

With a global perspective, I knew upon arriving at Amgen that we needed to implement a global brokerage arrangement. Previously, each local office had their own benefits broker, which did not provide any efficiency or leverage when creating our global programs. Within 18 months, I reduced our brokers from 35 down to one, delivering 10% in annual savings.

During my time at Amgen, I had the unique opportunity to collaborate with our internal scientists to create a migraineur support program in advance of the company's migraine medication launch. I spoke at employer group meeting to raise awareness of migraine support and enrolled 10 employers into the program. I also represented Amgen externally as a Subject Matter Expert of employee benefits.

- ✓ Saved 6.5% of projected annual spent for the US medical RFP while improving care management programs for employees.
- ✓ Integrated 6 key benefits vendors into one online rewards portal, which allowed employees to quickly access their information within a single log-in.
- ✓ Provided internal and external thought leadership on pharmacy benefit management.

Life Technologies

DIRECTOR: BENEFITS & MOBILITY | Benefit Program Redesign –
Global Wellness Programming

2010 - 2014 (4 years)

Carlsbad, CA

As the Director of Benefits & Mobility for Life Technologies, I was able to design and deliver global wellness programs for the company's more than 10K employees around the world.

During my time here, we achieved an industry-leading 85% assessment and screening participation rate, an astounding 60 points above standard. I also implemented a full-replacement high-deductible health plan (HDHP) with company-funded HSA program, which, in 2011, was revolutionary.

- ✓ Improved biometric results 4% in 2 years, which led to flat company benefits costs from 2010 to 2014.
- ✓ Saved \$1M annually after consolidating US benefits administration to one vendor.
- ✓ Produced company's first-ever employee benefits communication platform.
- ✓ Launched 3 global wellness programs: tobacco-free campuses, health assessments, and fitness challenges.

Applied Materials

BENEFITS MANAGER: HEALTH, WELLNESS & WELFARE | Program Implementation – Cost Savings
2008 - 2010 (2 years)

Chevron

TEAM LEADER: HEALTH & WELFARE PLANS | Plan Delivery – Budget Management
2007 - 2008 (1 year)

eBay

MANAGER: US BENEFITS & PROGRAM MANAGER | Strategic Planning – Cost Savings – Plan Evaluation
2005 - 2007 (2 years)

Oxy

SR. HR CONSULTANT: BENEFITS PLANNING & DESIGN /
BENEFITS CONSULTANT: BENEFITS PROGRAM MANAGEMENT
2000 - 2005 (5 years)

Education

University of California, Los Angeles - The Anderson School of Management

MBA, Management · (2002 - 2005)

California State University-Hayward - School of Business and Economics

BS, Business Administration (Mktg Mgmt) · (1991 - 1994)