

Lauren Byrne

GRADUATE PENSION ADMINISTRATOR



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Business studies graduate from Liverpool John Moores University with experience in pension scheme administration. Completed a **6-month internship** at Mercer, processing member transactions for **4 defined benefit pension schemes** covering **12,000 members**. Detail-oriented with strong numeracy and communication skills.

EXPERIENCE

Pension Administration Intern, Mercer Ltd, Liverpool

Jun 2024 – Nov 2024

Worked within the defined benefit administration team in the Liverpool office.

- Processed member transactions for **4 DB pension schemes** with a combined membership of **12,000**
- Calculated retirement benefits for **25 members** approaching normal retirement age
- Handled **60+ member queries per week** via phone and email
- Prepared **annual benefit statements** for 3,000 deferred members using the Hartlink administration system

Administrative Assistant (Part-time), Liverpool Women's Hospital NHS Trust, Liverpool

Jan 2023 – May 2024

Part-time clerical role in the patient administration department.

- Managed appointment bookings for **4 consultants**, scheduling an average of **30 appointments per day**
- Updated patient records on the hospital system for **150+ patients per week**

EDUCATION

BA (Hons) Business Studies in Business Studies, Liverpool John Moores University, Liverpool

Sep 2022 – Jul 2025

2:1 (62%). Modules included Human Resource Management, Business Law, and Financial Management.

SKILLS

Pension Administration • Benefit Calculations • Member Query Handling • Hartlink System • Microsoft Excel • Data Processing • Record Keeping • Regulatory Compliance

CERTIFICATIONS

PMI Certificate in Pension Calculations (In Progress), Pensions Management Institute

Sep 2025

LANGUAGES

English - Native

EXTRA CURRICULAR ACTIVITY

LJMU Student Mentoring Programme

Sep 2023 – Jun 2025

Mentored **4 first-year students** from widening participation backgrounds over 2 academic years.