ROBERT SMITH

Company Benefits Administrator

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SUMMARY

Objective Seeking a customer service position that will educate and utilize my skills in which I can provide superior customer service. 8 Years Customer Service experience/Sales, Quick and effective learner, Strong effective communicator orally and in writing, Work well with others as well as able to work efficiently in independent setting, Very attentive and able to multitask.

SKILLS

Microsoft Suite Office, ADP WorkforceNow.

WORK EXPERIENCE

Company Benefits Administrator

Anderson Kill, PC - December 2014 – 2019

- Spearhead the day-to-day administration of company and voluntary benefit programs medical, dental, vision, life, AD&D, supplemental life, FSA/HSA/DCA, commuter benefits and the firms defined contribution plan.
- Primary contact with brokers to analyze benefit plans ensuring they meet employer/employee needs and adherence to federal/state compliance.
- Oversee STD, LTD, WC and COBRA benefits in conjunction with leaves of absence, FMLA and PTO.
- Direct contact for all carriers and third party administrators.
- Facilitate open enrollment efforts, edit all distribution materials, and assist in organizing year-end informational meetings.
- Interpret and ensure adherence to company policies along with federal and state compliance.
- Conduct onboarding/off-boarding meetings.

Benefits Administrator

ABC Corporation - 2013 – 2014

- Accurately and efficiently processed medical claims for the (then) largest client (Cintas), as well as several smaller clients
- Maintained thorough knowledge of program elements of the clients policies
- Communicated and enforced the rules and guidelines of the insurance policies
- Recorded thorough details of clients phone calls
- Performed follow-up to ensure all inquiries were resolved
- Completed and received Part One Certificate in the Health Insurance Association of America (HIAA) Exam
- Maintained 98.5% claims accuracy.

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SCHOLASTICS

- MS in Organizational Leadership - 2011(Nyack College School of Business and Leadership - New York, NY)

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