ROBERT SMITH

Benefits Advisor II

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SUMMARY

Experienced and results-driven individual representative seeking a position with a fast-growing company where one can utilize skills in gathering and explaining complex information to clients and be an asset to the company by building extensive clientele.

SKILLS

Microsoft Office, Peachtree, CETS.

WORK EXPERIENCE

Benefits Advisor II

AON Retiree Health Exchange, AON Hewitt - March 2014 – September 2019

- Provided technical advisory and guidance to plan administrators, participants and beneficiaries, and the general public on the rights and benefits of individuals.
- Performed in-depth analysis, federal labor, and discrimination laws, and state laws affecting employee benefit plans.
- Facilitated resolution between participants and plan administrators, mitigating more aggressive government intervention.
- Identified situations where fiduciary violation of law has occurred, in determining whether an official investigation should be opened.
- Analyzed fiduciary breach on problems that impacted plan participants, for compliance enforcement and investigation.
- Conducted outreach meetings and events to educate participants, beneficiaries and plan sponsors about their rights and obligations under employee benefits laws.
- Acted as liaison between other DOL, other Federal Agencies, industry personnel and/or employee groups and organizations to explain obligations and benefits.

BENEFITS ADVISOR

ABC Corporation - 2012 – 2014

- Handles basic/less complex calls by greeting the caller, securing the call, and identifying caller needs Troubleshoots and plans resolution to the callers needs by using the appropriate support tools.
- Build knowledge of clients, services and processes and applies basic understanding Aon Hewitt services, products, and CS support tools.
- Documents and closes the call and creates workflow/case management follow-up as needed.
- Makes outbound/follow-up calls, including providing resolution and requested information.
- Escalates/refers more difficult calls as appropriate and documents and closes the call.
- Conducts off-phone research on basic/less complex calls by reviewing workflow/case management documentation.
- Investigates issues by interacting with client/client team.

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SCHOLASTICS

- Bachelor of Arts in Economics - (Letran College - Manila)

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