

# ROBERT SMITH

## Employee Benefits Account Manager

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### SUMMARY

Dynamic and versatile Employee Benefits Account Manager professional with a keen ability to manage multiple tasks in a fast-paced environment, while maintaining an emphasis on the highest quality of consumer service. Possesses excellent listening and oral and written communication skills and exhibits exceptional problem-solving and negotiating abilities; comfortable interacting with all levels of the organization and public with an ability to make decisions independently and quickly.

### SKILLS

Microsoft Office, Multitasking, Managing Skills.

### WORK EXPERIENCE

#### Employee Benefits Account Manager

ABC Corporation - 2014 – 2015

- Responsible for generating targeted revenue through selling employee benefits programs to corporations.
- Recognized for in-depth knowledge of health, dental, 401k and ancillary products.
- Demonstrated superior professional and interpersonal skills in managing claim and eligibility issues within the 90th percentile.
- Praised for outstanding ability to negotiate maximum benefits at least cost between 5-15% savings.
- Developed detailed spreadsheets and proposals showing benefits and costs of as many as 5 carriers.
- Facilitated a seamless transitions of benefits to new clients by delivering training, fielding inquiries, and accurately processing enrollment forms.
- Performed user testing as part of a customer relationship management (CRM) system conversion, which enhanced automation and streamlined administrative processes.

#### Employee Benefits Account Manager

Delta Corporation - 2011 – 2014

- Responsible for account management, fostering and maintaining client relationships, creating and maintaining customized administration of 401(K) .
- Worked closely with management to provide seamless customer service to clients.
- Answered questions from clients and their associates on plan provisions Prepared monthly, quarterly and annual statements with strict turnaround .
- Served as the primary contact for an assigned book of business in the 2-300 fully and self insured market segment; Collaborated with consultants and .
- Worked closely with the Account Executive to develop strategic benefit solutions for small to mid-sized business customers.
- Efficient project manager responsible for managing the timing and delivery of services.
- Coordinated all new business and renewal marketing and preparation of presentation materials.

## SCHOLASTICS

- Business Administration