

# ROBERT SMITH

## Employee Benefits Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Benefits professional with over 10 years of comprehensive benefit and human resources experience. Extensive concentration in the area of employee benefit plans benefits design and administration.

### CORE COMPETENCIES

Customer Service Management.

### PROFESSIONAL EXPERIENCE

#### Employee Benefits Specialist

**AON Hewitt - Randstad - July 2013 – May 2020**

##### Key Deliverables:

- Administered employee benefits such as 401(K) plans; medical, dental, life insurance, secondary option plans.
- Worked closely with third-party administrators for optimal plan options and cost-effectiveness.
- Educated employees regarding our benefits policies and their benefit options and how best to utilize their options.
- Responsible for placing clear and thorough financial assessments, authorizations/pre-certs, and/or benefit.
- Managed all provider billing and reconciliations incorporation with the accounting department and payroll.
- Monitored, reported, and performed collection activities for the purposes of collecting large balances owed.
- Reviewed and processed all manual or annual enrollment transactions (adds, changes, terminations) as received by clients.

#### Employee Benefits Specialist

**Delta Corporation - 2009 – 2013**

##### Key Deliverables:

- Responsibilities include maintaining healthy relationships between the client, insurance vendors and brokers, gathering appropriate information and.
- Prepared filing of annual IRS 5500 filings Coordinated audits of health and welfare plans Responded to Medicare Secondary Payer demand letters .
- Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
- Market Group life, health, Pensions and Annuities to large employer groups Implement plans which included employee education and enrollment.
- Support clients with medical, dental, HMO, PPO, ASO, disability and 401(k) questions and resolve problems.

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- Compile comparative, graphical and financial analyses into presentations for current and prospective clients.
- Stay current on all benefit laws related to large companies.

### EDUCATION

- License 6-20 All Lines in Claim Adjuster - 2016(Polk State College - Lakeland, FL)