

ROBERT SMITH

Employee Benefits Specialist

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Lead Benefits Specialist with over 17 years' experience in employee benefits, customer service, internal auditing, and public speaking. Highly responsible, organized, and self-motivated.

EXPERIENCE

Employee Benefits Specialist

ABC Corporation - APRIL 2001 - DECEMBER 2012

- Resolved employee benefit-related disputes through proactive communication.
- Entered new hire benefit elections, and qualifying life event changes into HRIS system.
- Participated in the analysis of required programs to evaluate carrier service, claims, costs, and competitive trends.
- Participated in the negotiation of agreements with insurance carriers and financial institutions for the administration of benefit programs.
- Prepared and updated benefit handbooks, forms, and other various department communication via hardcopy documents and electronic databases.
- Processed and submitted monthly billing invoices, bi-weekly electronic eligibility files, and payroll files to appropriate vendors.
- Prepared paperwork for life insurance death claims short/long term disability claims, Child Support Medical Enforcement Notices, and Medicare Notices.

Employee Benefits Specialist

Delta Corporation - 1999 - 2001

- Manage employee benefit programs, FMLA, Workers Comp, ACA compliance, and HRIS.
- Sales of full range of employee benefit plans group health, group life, group disability income, group pension and profit sharing plans .
- Skills Used Ability to get business for Aetna from the top producing brokers in the area who previously did not like Aetna do to poor past service.
- Was their first group rep to receive 4 promotions in an 18 month period.
- Explained insurance policy options to employees, prospected for new clients, set appointments with business owners, serviced accounts and policy.
- PUB a diversified financial services company with \$33 billion in assets with over 5,000 employees located.
- Perform teller duties as needed.




EDUCATION

- Associate of Arts in Business Finance - (Hillsborough Community College - Tampa, FL)

SKILLS

Microsoft Office, Microsoft Excel, Microsoft Word.