

# Robert Smith

## Employee Benefits Specialist

### CONTACT DETAILS

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### SKILLS

Microsoft Office, Excel,  
PC, Interpersonal Skills.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

## PERSONAL STATEMENT

A talented candidate with collaborative experience in Human Resource Operations, Benefits, Customer Service, Insurance, and Payroll Processing. Have considerable knowledge of various computer systems, extensive use of statistical data to organize, and complete multiple projects.

## WORK EXPERIENCE

### **Employee Benefits Specialist**

**ABC Corporation - November 2012 - June 2014**

#### *Responsibilities:*

- Administered various human resource plans and procedures for clients.
- Assisted customer service with inbound and outbound calls regarding all HR inquiries.
- Provided accurate and appropriate information in response to customer inquiries in a timely and accurate fashion, improving customer ratings by 95%.
- Developed effective relationships with all call center departments through clear communication.
- Achieved customer satisfaction rating of 89% within 12 months, exceeding the corporate target.
- Provided cross-training to 5 staff members in relation to benefit administration, payroll, and time and attendance.
- Processed health and welfare enrollment reporting and premium payments for complex clients.

### **Employee Benefits Specialist**

**Delta Corporation - 2011 - 2012**

#### *Responsibilities:*

- Placed on temporary assignments.
- Provided Health & Welfare research analytical support in claims and appeals for the DuPont account (Little Falls); .
- Primary responsibility was balancing of retirement plans for corporate clients.
- Managed employee benefits for 12 different local companies, and assisted in the sale of group insurance policies.
- Responsible for the administration of Health & Welfare and 401(k) programs, including reconciliation and auditing of insurance premiums and.
- Communicate health benefits with retirees, new hires, rehires and current employees.
- Enter eligible dependents information in health system and .

## Education

Diploma in General Studies - (Bethel High School Hampton - Hampton, VA)

