

Employee Benefits Specialist

ROBERT SMITH

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Objective

Over thirty years' experience in Human Resources and Compensation and Benefits to include benefit programs for health insurance, EAP, dental insurance, vision insurance, life insurance, supplemental life insurance, workers compensation, and flexible spending accounts; recruiting, interviewing, applicant tracking, referencing, employment verifications, processing new hire paperwork, data entry for new employees, benefit changes and terminations.

Skills

Microsoft Word, HRMS, Outlook, Excel.

Work Experience

Employee Benefits Specialist

City Of Jacksonville - February 2008 – May 2020

- Processed payroll to include new employees, salary changes, benefit changes, terminations, retirements, back deduction and refunds, Baileys Gym enrollments, and COBRA enrollment/terminations received for employees and retirees on a bi-weekly pay schedule.
- Created and processed life event reports, new hire reports, bargaining unit reports, COBRA and HIPAA reports, and various other reports to ensure that all employees are enrolled in proper benefits and life events are current and with proper documentation.
- Developed, scheduled, and facilitates New Employee Orientation and Pre-Retirement Seminars for over one thousand employees annually.
- Prepared new employee benefits packages and pre-retirement packages, scheduled room locations, contact, and reserve pre-retirement speakers.
- Resolved employee concerns and questions, providing pro-active services and follow-up to ensure one hundred percent employee satisfaction.
- Counseled employees regarding the termination of employment and benefit concerns.
- Processed manual checks received for benefit payments.

Employee Benefits Specialist

Delta Corporation - 2003 – 2008

- Provide counseling and oversee communications of benefits to employees Liaise with all Novartis Business Units regarding benefit requirements, .
- Manage health and welfare/retirement vendor relationships to ensure quality of service delivery in overall benefit administration .
- Provided world class customer service in a 24 hour call center environment.
- Respond to customer billing inquiries and requests for service.
- Resolve customer issues and respond to Accomplishments.
- M Monthly retirement plan activity 1,800 Retirees, 4,000 Active employees plus 5,200 dependents Health Insurance (Right to Continue Notices) Death.
- Accepted temporary assignment while working with AXA Equitable through Corestaff Staffing Services for Employee Open Enrollment, was responsible for .

Education

BAS - September 2001(Davenport University - Grand Rapids, MI)