

# Jessica Claire

100 Montgomery St. 10th Floor (555) 432-1000 resumesample@example.com

## SUMMARY

Talented human resources professional experienced in developing and managing benefits plans for medical, dental, vision, life and other areas of care. Resourceful and proactive with a strong attention to detail and flexible approach to solving routine and complex problems. Demonstrated success in administering benefits, building up employee satisfaction and coordinating paperwork. Proficient in managing program updates, enrollment periods and plan negotiations. Adept at locating providers, implementing plans, and managing employee enrollments. Good grasp of documentation requirements, recordkeeping standards and compliance guidelines.

## SKILLS

- ACA standards knowledge
- Open enrollment
- Benefits interpretation
- Employee benefits practices
- Verbal and written communication
- Special projects
- Training & Development
- Time management
- HR understanding
- Strategic planning advice
- Developing proposals
- Educating consumers
- Developing referrals
- Reporting requirements
- Regulatory compliance
- Auditing dependents

## EXPERIENCE

### CONSULTANT

2019 to CURRENT

#### Informatica | Minnesota, GA

- Manages client lifecycle from strategic planning to post renewal.
- Primary contact for carriers on day-to-day issue resolution.
- Manage renewal process and RFP schedule.
- Provide plan designs and cost comparisons for all benefits offered.
- Prepare employee presentations for open enrollment/health fairs.
- counseled clients on developing competitive benefits packages, which promote employee retention, by presenting data on industry and demographic standards.
- Provided assistance to plan participants by explaining benefits information to ensure educated selections.
- Communicated effectively via email, phone and face-to-face with plan participants to resolve issues pertaining to health and welfare benefits.
- Reviewed employee enrollments to verify accuracy, inputting all information into company's database.
- Monitored data integrity and confidentiality by observing strict regulations and procedures.
- Mentored newly hired employees in benefits department and provided information regarding company policies and procedures.
- Administered and created corporate incentive plans, stock options, corporate credit cards and compensation policies and procedures based on thorough financial analysis.

### ASSOCIATE CONSULTANT

2018 to 2019

#### Amdocs | Reston, VA

- Provided assistance to plan participants by explaining benefits information to ensure educated selections.
- Reviewed employee enrollments to verify accuracy, inputting all information into company's database.
- Support lead consultant in client service
- Manage RFP schedule and spreadsheet results
- Provide plan designs and cost comparisons for all benefits offered
- Coordinate and support client health fairs and open enrollment
- Build Presentations and work with Account Coordinator to arrange communication distribution
- Prepared occupational job descriptions and scales to standardize industry-based systems.
- Produced detailed organizational, flow chart and career path reports to facilitate smooth operations and employee progression.

### CLIENT ASSOCIATE

2018 to 2018

#### Signature Bank | Jericho, NY

- Communicate effectively with clients, insurance carriers and internal team members.
- Maintain accurate client files and records for general reference and office use.
- Support the client's HR department with managing employee benefits.
- Assist in the process of client issue resolution.
- Audit client invoices.
- Onboard for new client employees.
- Preparation and participating in conference calls/meetings.
- Create and maintaining bi-monthly payroll change files for payroll deductions.
- Utilize carrier portals to issue, terminate or make changes to employee benefits.
- Provided detailed information about benefits and limitations of different policies and programs.
- Educated and advised employees on group health plans, voluntary benefits and 401(k) retirement plans.
- Organized paperwork and checked individual pages for accuracy and completeness.

### JUNIOR CLIENT ASSOCIATE

2017 to 2018

#### Paul Global Benefits | City, STATE

- You will support the employee benefits Client Service Cycle to ensure a seamless renewal process and help our team retain business
- Prepare RFPs, coordinate vendor responses, and create client presentations You begin to effectively present in open enrollment meetings, participate on client calls, and reply to clients via email
- Establish positive relationships in your office and support with administrative tasks as needed
- Reviewed employee enrollments to verify accuracy, inputting all information into company's database.
- Answered employee questions regarding health benefits and 401k options.
- Provided assistance to plan participants by explaining benefits information to ensure educated selections.
- Communicated effectively via email, phone and face-to-face with plan participants to resolve issues pertaining to health and welfare benefits.

## EDUCATION AND TRAINING

### Bachelor of Science

#### State University of New York College At Plattsburgh, Plattsburgh, NY

AACSB accredited

Studied Hotel Restaurant Tourism

ACHPPA

Tips Certified

C-Vent Certified

### Associate of Applied Science | Food And Restaurant Management

#### Nassau Community College, Garden City, NY

Yeshiva University Young Judaea, Humanities, Certificate

American Jewish University, Los Angeles, CA (Based In Israel)