

JESSICA CLAIRE

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SUMMARY

- Experienced professional with a double major Bachelor's degree in Human Resources Management and Organizational Management
 - Ten years of experience in Benefits Administration and Finance
 - Fourteen years of customer service
 - Competent to excel as a functional lead while maintaining priorities, working independently without direction or supervision and delegating duties
 - Learns new material quickly and retains a high attention to detail. Able to recognize recommending and implementation of process improvements.
 - Delivers exceptional and courteous customer service and works well with colleagues and management as well as external customers.
- Organized Consultant lends excellent communications skills to assessment and deployment. Dedicated team player over more than [Number] years with knack for juggling intricate technological, regulatory and needs-based roadblocks. Hands-on assessment focuses on key QA analysis with progressive understanding. Results-driven Consultant brings over [Number] years of experience in leading [Type] and [Type] industry efficiency. Uniquely qualified to navigate rigors of latest standards, specifications and protocols for organizational and regulatory needs fulfillment. Lends complex roadmaps and calls-to-action to regularly achieve [Number]% competitive efficiency. Hardworking and reliable [Job Title] with strong ability in [Task] and [Task]. Offering [Skill], [Skill] and [Skill]. Highly organized, proactive and punctual with team-oriented mentality.

SKILLS

- Fluent in Oracle (People Soft and Help Desk applications)
- Advanced skills in HRIS and Microsoft Office programs
- ACA
- Administrative Assistant
- Balance
- Benefits
- Benefits Administration
- Billing
- Customer Service
- Documentation
- Filing
- Forms
- Help Desk
- HRIS
- Human Resources
- HR
- Laser
- Letters
- MS Excel
- Mail
- Microsoft Office programs
- Outlook
- Word
- Oracle
- People Soft
- Personnel
- Processes
- Reception
- Scanning
- Switchboard
- Issue resolution
- Strategic Planning
- Continuous Improvement
- Project management
- Project Implementation
- Analysis

EXPERIENCE

Consultant, 09/2010 - Current

Cognizant Technology Solutions – Auburn, IL

- Ensure PNNL compliance with federal and state laws/regulations, ACA, ERISA, & HIPAA.
- Understands Battelle Corporate Benefits processes and functions.
- Develops solutions to complex problems which require the regular use of ingenuity.
- Identifies improvement and efficiency opportunities in areas were assigned and not assigned.
- Subject matter expert for all areas of Benefits.
- Demonstrates the ability to make decisions independently, confidence in responses and expertise of all Benefits.
- Collaborated with HR Business Partners to design and implement programs.
- Performs and participates in internal audits of Benefits files and implements improvements.
- Coordinate and communicate annual Open Enrollment to all staff and retirees.
- Deeply familiar with the workings of the Collective Bargaining Agreement.
- Provide Benefits trainings for Deployed Resources and Management.
- Lead and assist with lab-wide projects involving Benefits.

Administrator, 03/2008 - 01/2012

Verisk Analytics – Macon, GA

- Successfully revamped New Employee Benefits Orientation and DOE Intern Orientation.

- Experienced in Disability, Leaves, both Short and Long Term, Retirement, Family Medical Leaves.

- First point of contact for all staff, retirees and former employees for Benefits Administration.

- Process all new hires, benefits eligible status changes, and life events enrollments.

- Organize and instruct weekly benefits orientations for new hires and status changes within the lab.

- Ensure all new staff and status changes are given the proper information and forms to enroll in benefits.

- Administer the Lactation Support Program.

- Organized all Benefits' Files, verifying and updating new information.

Clerk/Intern, 09/2005 - 03/2008

City Of Kennewick – City, STATE

- Customer Service.
- Daily use of MS Excel, Outlook, and Word software.
- Experience with scanning documents and batches into Laser Fiche.
- Collect drive up drop box payments, sorting and balance amounts.
- Make changes to water accounts in Eden Systems.
- Process new Business Licenses and update current Business Licenses when changes are requested.
- Prepared large standard mailings, and sorted incoming and outgoing mail for all city departments.
- Operated switchboard and ran front reception desk for City Hall.
- Communicated with the public, answering general city questions as well as those directed to specific accounts, billing problems or work being done throughout the city.
- Maintained schedule for City Pool Cars, ensuring paperwork is filled out and keys are returned with no overlapping times.
- Mailing of letters for past due closed accounts and payments owed for other licenses.
- Assisted with projects and filing for Human Resources and City Manager's Administrative Assistant.
- Worked with discretion in handling of confidential personnel and public files/documentation.

EDUCATION AND TRAINING

Certified Employee Benefits Specialist

Wharton School of Business

Bachelor of Science: Human Resources Management & Organizational Management

Ashford University

- Major
- Cum Laude
- Dean's List

Associate of Arts and: Science

Columbia Basin College

Dean's List

ACTIVITIES AND HONORS

Director of Benefits Battelle Malesa Litteral Human Resources Vice President Battelle

CERTIFICATIONS

- Fluent in Oracle (People Soft and Help Desk applications)
- Advanced skills in HRIS and Microsoft Office programs