

ROBERT SMITH

Benefits Counselor/Analyst

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SUMMARY

Seeking employment with a company in the customer service field that will allow to use experience and qualifications to utmost ability and build a lasting career.

CORE COMPETENCIES

Technical Skills, Project Management.

PROFESSIONAL EXPERIENCE

Benefits Counselor/Analyst

ABC Corporation - March 2007 – November 2012

Key Deliverables:

- Counseled and informed university employees regarding health, FSA, life, disability, and retirement plans.
- Provided weekly new employee presentations. Used HRMS (PeopleSoft) to research and update employee data.
- Acquired good working knowledge of payroll administration.
- Created matrix to document allowable mid-year benefits changes by researching all plan documents and government regulations.
- Advocated for formal policies and procedures, took the lead to research source information, create documents and finalize with management.
- Volunteered to mentor and train new benefits counselors and created a new training program.
- Attention to detail and giving correct information all in a timely manner.

Benefits Counselor

Mercer Marketplace - 2004 – 2007

Key Deliverables:

- Answers calls, performs research, processes customer requests, documents as appropriate, and responds both verbally and through writing.
- Asks appropriate questions and serves as a resource of information when attempting to retain existing business.
- Enters all information related to the call for tracking and reporting purposes.
- Develops relationships with both internal and external customers.
- Elevates reoccurring issues to management.
- Troubleshoots IT errors for clients..
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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Bachelor of Science in Psychology - (University of Colorado)

