

ROBERT SMITH

Benefits Counselor/Executive

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

A Senior level Human Resources position that allows to leverage understanding of HR policy and procedure to make an immediate and substantive contribution to the growth and success.

SKILLS

Microsoft Office, Procedures, ADP Payroll.

WORK EXPERIENCE

Benefits Counselor/Executive

ABC Corporation - February 2001 – September 2004

- Hosted numerous call centers, including GE's enrollment center.
- Assisting GE employees with questions about benefits and eligibility issues.
- Served as a benefits counselor, assisting with all aspects of employee benefits.
- Managed benefits explanation and enrollment, determined eligibility and resolved all employee benefits issues.
- Monitored and trained peers in customer service and empowerment. Made reasonable procedure exceptions to accommodate unusual customer requests.
- Provided accurate and appropriate information in response to customer inquiries.
- Demonstrated mastery of customer service call script within specified time frames.

Benefits Counselor

Univis Workplace Solutions - 1999 – 2001

- Enrollment and Administrations counselor.
- Experience in medical and voluntary benefits coverage.
- Experience in providing counseling services related to medical benefits.
- Experience and knowledge of group enrollments and worksite insurance.
- Offered range of benefit options to clients and helped them understand complex features of wellness plans.
- Provided information on varied rates and maintained customers information in electronic database.
- Sold indemnity products to new customers as well as informed them about family coverage plans..

SCHOLASTICS

- Bachelor of Arts in German and International Politics - (Westminster College - New Wilmington, PA)