

# ROBERT SMITH

## Benefits Counselor II

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

An analytical individual adept at resolving complex issues under pressure of deadlines. A critical thinker who addresses customer support issues quickly and consistently exceeds standards.

### CORE COMPETENCIES

Microsoft Office, Filing, Copying, Answering Phones.

### PROFESSIONAL EXPERIENCE

#### Benefits Counselor II

**ABC Corporation - February 2001 – September 2004**

##### Key Deliverables:

- Actively maintained current knowledge of applicable state and federal regulations for disability and healthcare benefits.
- Contributed to and participated in community education and risk assessment projects to promote understanding, prevention, and treatment.
- Observed strict HIPPA confidentiality guidelines. Cooperated with outside agencies and organizations.
- Established and maintained positive relationships with government program administrators, families, patients, healthcare providers, physicians.
- Counseling and administering public and private benefits.
- Provided excellent customer service to participants, audited participants accounts, processed web inquires and processed claims.
- Encouraged and helped people apply for Adult Basic Health Insurance, CHIP, and Medicare/Medicaid.

#### Benefits Counselor

**ABC Corporation - 1997 – 2001**

##### Key Deliverables:

- As part of a Human Resources Outsourcing Company we received incoming calls from various employers, employees and others.
- My position as a Benefits Counselor was to help the employee enroll and understand their insurance benefits, update their demographics and answer questions on their Flexible Spending Accounts.
- Calls from a Client Company HR department or management team would be for benefit clarity or to confirm benefit information to insure accuracy or to explain what the benefits meant.
- Most calls were to explain benefits and flexible spending accounts.
- Met all standards and metric measurements.
- As part of a team I helped to meet or exceed daily, weekly and monthly goals.

# ROBERT SMITH

## Benefits Counselor II

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

---

- Skills Used Skills used include computer navigation and efficiency, proper phone etiquette, attention to detail and giving correct information all in a timely manner..

### EDUCATION

- Associate of Arts in Spanish Language and Caribbean Culture Studies - (Defense Language Institute - Presidio of Monterey, CA)