

ROBERT SMITH

Jr. Data Management Analyst

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SUMMARY

Business Professional with 10+ years of experience in benefits administration with emphasis in COBRA and Health and Welfare. Extensive experience with all phases of data management, financial reconciliation, and training. Ability to effectively communicate on multiple levels. Areas of strength include: Detail and quality oriented Customer and client satisfaction Project Management Life Event Processing Problem solving Self-motivated and team player.

SKILLS

Benefit Administration, Training, Process Improvement, Employee Benefits.

WORK EXPERIENCE

Jr. Data Management Analyst

ABC Corporation - June 2011 – January 2014

- Responsible for maintaining employee data for Active, Leave of Absence, Retiree, and Disability participants for Health and Welfare benefit plans for a mid-size client.
- Ensured all processes and procedures are compliant with government rules and regulations.
- Additionally served as contact for escalations from the off-shore service center, third party vendors, and client contacts to research and resolve participant issues.
- Worked closely with vendor contacts to work through discrepancy reports, eligibility issues, and emergency manual updates.
- Generated Ad Hoc queries to streamline report processing and to identify systematic inconsistencies.
- Resolved participant issues via communication (verbal and email) with client contacts, vendor contacts, and participants to meet SLAs.
- Processed Retirements, Death Claims, Qualified Life events, and QMCSOs in SAP HR system.

Data Management Analyst

Delta Corporation - 2009 – 2011

- Data management.
- Run monthly reports & analyze expenses to budget for three markets, creating journal entries for accruals and reclass expenses P&L on commercial .
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- Used IPRO software for imaging, quality control, and endorsing multiple projects for trial preparation and various in-house productions such as .
- Responsible for I-9 verification and the electronic system used Maintained monitoring system for all foreign national employees Entered and .
- Data collecting, processing and analysis.
- This is Dummy Description data, Replace with job description relevant to your current role.

SCHOLASTICS

- Master Of Public Policy In Social & Economic Policy - (University Of Chicago - Chicago, IL)