

Robert Smith

Benefits Counselor III

PERSONAL STATEMENT

To obtain a position with a growth-oriented company offering opportunity for advancement and professional development.

WORK EXPERIENCE

Benefits Counselor III

Lehigh Valley Health Network - August 2010 - 2020

Responsibilities:

- Act as benefit subject matter expert by fielding questions from employees and retirees including required research and timely resolution.
- Facilitate the entire retirement process, all questions, and issues regarding employee Defined Benefit and Defined Contribution 401(a) Pension Plans.
- Assist in the annual plan design, communication strategy and development, employee coaching, and system modifications.
- Benefits point person for Network mergers and acquisitions including all related communication, on-boarding, and project coordination.
- Coordinate and perform the annual Paid Time Off (PTO) electronic allocation.
- Supervise team members through the required audits and necessary research.
- Perform system manipulation and official download processing for all eligible Network employees.

BENEFITS COUNSELOR

ABC Corporation - 2007 - 2010

Responsibilities:

- Communicate benefit information via individual counseling, meetings, phone contact, written correspondence or email.
- Process monthly payroll for all benefit recipients, retiree deaths, life insurance claims for retiree deaths and 1099s for monthly benefit recipients and act as a resource for other divisions.
- Determine benefits eligibility and process various benefit calculations.
- Guide individuals through all phases of the retirement process.
- Rated "outstanding" in all aspects of job on final performance appraisal before retirement.
- Areas rated included organizational competencies of Long-Term Financial Security, Operational Excellence and Personal & Caring Member Service; as well as job competencies of Accountability, Communications Skills, Conceptual Thinking, Decision Making,.
- January 1980 - June 1981 Various temporary employment agencies
Employment with numerous temporary employment agencies with a wide variety of hired me as a permanent employee after contracting my services through Kelly Services for six months..

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Communication,
Computer and people.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

B.S. in Business Administration - (Rowan University - Glassboro, NJ)