

# Robert Smith

## Lead Benefits Counselor

### PERSONAL STATEMENT

Management Specialty Dedicated employee benefits professional with more than experience providing critical and accurate information on benefits. Excel in analyzing benefits programs, identifying cost containment.

### WORK EXPERIENCE

#### Lead Benefits Counselor

Colonial Life Insurance - May 2004 - 2020

##### Responsibilities:

- Responsible for providing critical and accurate information on benefits, claims and policy issues on all voluntary products.
- Adept at assisting customers in the resolution of problems and documentation of the same.
- Effective in scheduling enrollment meetings with worksite managers under time constraints.
- Ensuring compliance with all federal and state regulations and procedures.
- Achieved required enroller sales credits six out of the last seven years.
- Selected for enroller bonuses for multiple years.
- Maintained a superior quality rating of Business Quality Index, meeting and exceeding goals.

#### Benefits Counselor

Illinois State University - 2003 - 2004

##### Responsibilities:

- Responsible for counseling to faculty and staff in the explanation, enrollment, and utilization of a wide variety of benefit programs, Leave of Absence Management, and New Employee Orientation.
- Counsel employees in service of advanced difficulty such as benefits such as Health, Dental, Life, Vision, Disability, LTD, MCAP & DCAP, etc.
- Assist employees in completion of proper enrollment in self-service benefit modules and ensure enrollment is appropriately administered in the CMS Membership System.
- Counsel employees seeking resolution to leave of absence problems in complex benefits such as such as Family Medical Leave Act, Extended illness, SURS Disability, Prudential Long Term Disability, VESSA, Military, Personal Convenience, Educational, and all other leave of absence offered by the University.
- Counsel employees regarding their benefits for layoffs, terminations, retirement, COBRA rights and their continuation and conversion privileges under (COBRA).
- Coordinate any of these efforts with the Employment Consultants, Retirement Representatives, Payroll and other areas on campus..
- This is Dummy Description data, Replace with job description relevant to your current role.

### CONTACT DETAILS

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### SKILLS

MS Office, Technical Skills.

### LANGUAGES

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

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

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

## Education

License in Insurance Administration - (AMERICAN BUSINESS SCHOOL  
- Fairfield, NJ)