

## Benefits Counselor

ROBERT SMITH

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## Objective

To obtain a challenging position with a government entity which would allow to apply extensive skills obtained throughout my Human Resources professional career and educational background.

## Skills

Power equipment trained, outlook, excel.

## Work Experience

### Benefits Counselor

**ABC Corporation** - May 2012 - January 2014

- Created comprehensive weekly Excel reports to record and track staffing; including vacancies, organizational units, cost centers.
- Coordinated with internal departments for the creation of Personnel Notification Forms in order to create job listings and fill vacancies.
- Served as liaison between Houston office and Corporate Headquarters for approval and clarification of new job justifications and postings.
- Responded to job classification inquiries, performed audits, assisted managers with paperwork for reclassifications of employees.
- Presented health and financial benefits packages during weekly new hire orientations; including health, dental, vision, disability, flex accounts.
- Served as a facilitator for new hire orientations and coordinated orientations with Houston office and Corporate Headquarters.
- Presented group health plan benefits information and plans changes to employees at annual open enrollment seminars.

### Benefits Counselor

**ABC Corporation** - 2007 - 2012

- Jacksonville, FL American Transtech Inc., whose parent company was AT&T, hosted numerous call centers, including GE's enrollment center.
- This call center is no longer in the US.
- Benefits Counselor October 1995 -August 1997 Worked in a cross-functional team environment for GE's Enrollment Center (calling center), assisting GE employees with questions about benefits and eligibility issues.
- Served as benefits counselor, assisting with all aspects of employee benefits.
- Managed benefits explanation and enrollment, determined eligibility and resolved all employee benefits issues.
- Created a call quality program.
- Monitored and trained peers in customer service and empowerment..

## Education

Medical Assistant - 2011(Sanford Brown College - Houston, TX)