

## Benefits Counselor

ROBERT SMITH

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### Objective

Procedures and quality control in the healthcare field. Proficient in patient record security, computer usage, and safety procedures; skilled in customer service, and radiologic equipment maintenance.

### Skills

Outlook, Microsoft word, Citrix.

### Work Experience

#### Benefits Counselor

##### Colonial Life & Accident Insurance Company - 2016 - 2020

- Communicated benefits to employees. Facilitated the process between the company and employees.
- Licensed in multiple states. Also, maintain healthy relationships with brokers.
- Successfully managed over 80 accounts within the first two years.
- Help clients with the eligibility on Medicare and Medicaid and retirement questions Public benefits.
- Private benefits community support programs, housing assistance.
- Inbound calls, explain the benefits and features of FSAFEDS. Reprocessing and process claim fir FSAFEDS.
- Accomplished a close ratio of 80% or higher of applicants interviewed.

#### Benefits Counselor

##### ABC Corporation - 2011 - 2016

- Develop solutions to improve methods and procedures to offer better customer service.
- Assist in follow-up research as assigned by Leadership Team.
- Interact with HR department, insurance carriers and client benefit officers to resolve participant issues.
- Process enrollment via phone and email.
- Assist in new hire training.
- Open enrollment trainer and contact center support..
- This is Dummy Description data, Replace with job description relevant to your current role.

### Education

BA in SPAN - 2004(Millersville University - Millersville, PA)