

## Summary:

An accomplished individual who is self-motivated towards completing a good work ethic and overcoming all obstacles that stand within his path.

## Work Experience:

### **Client Service Analyst**

Jan 2021-Present

*benefitexpress*

- Analyze electronic files, client imports, carrier exports, payroll exports and deduction files.
- Communicate directly with insurance carriers to make updates and keep eligibility in sync.
- Work daily on client services questions/issues and provide timely follow up to the client or plan participant.
- Post and analyze imported and exported files.
- Troubleshoots any errors on the files as well as enrolling and/or terminating participant's eligibility at each carrier.

### **Senior Benefit Specialist**

Apr 2018-Apr 2020

*Avitus Group*

- Answered questions the clients and their employees had in regards to the benefits available to them.
- Calculated benefit deductions and worked with the payroll department to make sure the premiums were collected on payroll.
- Paid and reconciled benefit statements from insurance vendors.
- Occasionally made client visits to provide employees with a benefits presentation.
- At the end of the year, setup plans within the enrollment portal so employees could elect their coverage for the following plan year.

### **Employer Rewards Administrator**

Feb 2017-Feb 2018

*Rally Health*

- Provided members with information about their employer reward incentives for participating in healthy activities.
- Helped the members navigate their personal portals where they could view their current rewards and their incentive balances.
- Acted as a concierge to help members get in contact with their health insurance providers to answer questions regarding insurance plans.

### **Team Lead Benefit Administrator**

Aug 2014-July 2016

*Businessolver*

- Overlooked a team of 10-14 people and designated projects to these individuals throughout the week.
- Coached and trained the team members and other representatives within the department.
- Reviewed the team's quality performance on calls, chats, and emails.
- Took escalated phone calls for phone representatives when members called in distressed.
- Assessed the call queue to see if additional coverage was needed.
- Provided support taking phone calls from members to assist with enrollments, technical issues with the website, and answered questions regarding benefits.
- Provided support reviewing dependent verification documentation received from members.

## Education:

### **Greeley West High School**

2005-2009

Student of the Year: Mathematics 2009

GPA: 3.75