
Mary Yesenia Mateo, PHR, SHRM-CP

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SUMMARY Bilingual, dynamic, proactive and people-driven professional, certified with over fifteen (15) years of experience. Proven ability to provide critical support in the development and implementation of HR strategies that achieve business results. Excellent skills in problem solving, multi-tasking and communications. Self-starter and motivator with great communication skills with a record of achievement in applying administrative and human resources skills to effectively manage projects and ongoing operations. A trusted company advocate who can effectively balance the needs of both individual and organization. Professional strengths include:

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| • Benefit Administration | • Employment Law | • Human Resource Management |
| • Employee Relations | • Problem Solving & Troubleshooting | • Worker's Comp Plan Administrator |
| • Conflict Resolution | • Training and Development | • HR Policies, Processes & Procedures |
| • Coaching and Counseling | • Project Management | • Healthcare Reform Expert |
| • Interpersonal Communication | • Supervising | • FMLA & 401K Plan Administrator |
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Steiner Management Services

Corporate Benefits & Workers Compensation Manager, 2013 to Present

- Responsible for the development, management and administration of all company benefit programs and ensuring that the programs meet the strategic direction of the company.
 - Responsible for researching, recommending and implementing benefits, administration of programs, development of processes, cost containment models, customer service delivery
 - Responsible for managing benefits software and other technology, ensuring legal and regulatory compliance, monitoring tax and regulatory changes, analysis and executive reporting, and maintaining vendor relationships.
 - Responsible for all employee health and welfare, 401(k), FMLA administration and workers compensation for US based locations, and support of US territories.
 - Coordinate annual Open Enrollment, including benefit program communications. Prepare communication materials, select appropriate delivery vehicles, and manage enrollment schedule. Oversee and monitor updates to the benefits software and payroll/HRIS software
 - Develop and deliver training for field and corporate HR teams on workers comp, benefits and leave administration.
 - Monitor claims experience, vendor programs, and plan benchmarks. Develop and maintain statistics and metrics to be used as key success factors and to assist with tracking and monitoring trends and costs, including frequency and nature of benefit inquiries, billing adjustments, turnover, benefit and claim analysis, cost drivers, and any other measurable statistics.
 - Partner with other departments and locations to ensure timely and accurate payroll deductions, 401k deferral remittance, billing reconciliation and premium payment and any other activity that impacts benefits including mergers, acquisitions, sale of business.
 - Design and continually improve processes and flowcharts for enrollment and system administration for health and welfare benefits and retirement plans, including deferral remittance process. Recommend benefit "best practice" improvements, including legal compliance reviews. Implement approved processes.
 - Develop superior customer service model. Resolve and handle escalated employee concerns and claims issues. Provide support to staff and field HR on benefit related questions.
 - Ensure consistency in plan administration and regulatory compliance including coordinating preparation and mailing of SARs, SMMs, and 5500s.
 - Ensure compliance with Section 125, ERISA, HIPAA, COBRA, ACA and any other applicable city, county, state and federal law requirements. Reviews and analyzes changes to state and federal laws pertaining to benefits and recommends changes.
 - Oversee coordination of ongoing benefit and 401k meetings.
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- Oversee annual plan audits and perform ongoing audits including eligibility, payroll deductions, benefit interfaces to carriers and other plan providers.
 - Review benefit designs and cost models for potential acquisitions and mergers.
 - Manage leave of absence program, including FMLA, disability, Workers compensation, military leave.
 - Provide oversight and support to field HR teams in reviewing leave requests under federal, state and local laws and ordinances.
 - Develop training materials to support field staff in the delivery and administration of FMLA and other leaves of absence
 - Partner with Director of Risk Management to assist with report production and other items required for annual audit and insurance renewal.
 - Coordinate quarterly claims reviews with HR teams.
 - Provide claims support to local management and monitor claims. Manage the Return to Work Program and assist local HR and managers with returning employees to work.
 - Monitor claims reporting procedure and claims file maintenance. Track analytics and metrics to identify injury trends.
 - Oversee OSHA reporting program, including annual production of OSHA summaries and required location surveys.
 - Assist Benefits Specialists with complex customer service issues related to benefits, retirement plans, leave of absence and workers compensation. Provide support and training in understanding and interpreting ACA, ERISA, COBRA, HIPAA, IRC, other applicable laws and plan documents. Work closely to track and analyze customer service inquiries and frequency.
 - Ensure administration schedules are adhered to and enrollments, changes, termination are processed timely and accurately.
 - Train Benefit Specialists in supporting the company benefits function. Develop career plans.
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Steiner Management Services

Corporate Benefits Specialist, 2011 to 2013

- Ensure compliance with Section 125, ERISA, HIPAA, COBRA, and any other applicable city, county, state and federal law requirements. Reviews and analyzes changes to state and federal laws pertaining to benefits.
 - Manage billing reconciliation process to ensure timely and accurate reconciliation and invoice and premium payments in excess of 7 million dollars annually.
 - Assist with employee and HR field benefit inquiries; work with carrier, broker and Benefits Manager to provide excellent customer service and resolution
 - Coordinate and prepare annual benefits documents including 5500's and plan census.
 - Oversee annual plan audits and perform ongoing audits including eligibility, payroll deductions, benefit interfaces to carriers and other plan providers
 - Manage leave of absence program, including FMLA, disability, Workers compensation, military leave. Ensure timely remittance of benefit premiums.
 - Maintain required documentation and required notices to employees requesting leave and designating leave.
 - Oversee OSHA reporting program, including annual production of OSHA summaries and required location surveys.
 - Serve as the System Administrator for the company's online benefits enrollment software, including troubleshooting open tickets, auditing data files, reconciling error reports, and system set-up.
 - Maintain ongoing department operations, including supporting our various Open Enrollments, coordinating manager and employee Communications
 - Assist in implementation of new benefit plans and administration of new locations.
 - Maintain ongoing department operations, including supporting our various Open Enrollments, coordinating manager and employee Communications
 - Set-up workers compensation files and assist manager with injury reporting. Coordinate claims management between employee, healthcare providers and manager
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Children's Home Society of Florida

Human Resources Coordinator, 2010 to 2011

AeroTek Professional Services, Miami, FL *(Contracting Position)*

Benefits Analyst 2008 to 2009

AlphaStaff, Inc., Ft. Lauderdale, FL

Benefits Specialist, 2005 to 2008

First Vehicle Service, Pompano Beach, Florida

Regional Human Resources Generalist, 2004 to 2005

Vanguard Car Rental U.S.A., Ft. Lauderdale, FL (dba Alamo & National Car Rental)

Supervisor, Human Resources / Payroll Administration, 2000 to 2004

EDUCATION

May 2015	Society for Human Resource Management SHRM-CP Certification
June 2005	Human Resources Certification Institute Professional Human Resources Certification
August 2004	Florida International University, Miami, Florida Bachelors in Arts, Human Resource Management
March 2002	University of Miami, Miami, Florida Certificate, Human Resource Management

SKILLS

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| <ul style="list-style-type: none">• Fully Bilingual English and Spanish• Knowledge of ADP Payroll and Report Smith, and various HR Systems• Knowledge of HR/ Benefit laws and compliance• Experience with PeopleSoft software and functions, including training and development expertise | <ul style="list-style-type: none">• Knowledge of Benefitsolver• Knowledge of Ultipro payroll system• Knowledge of Kronos and Multiplan Benefit Software• In-house training and certification in PeopleSoft• Proficient in MS Office Suites• Knowledge of Ceridian Dayforce |
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PROFESSIONAL AFFILIATIONS

- SHRM-CP Certified since 2015
- PHR Certified since 2005
- Active member of Society of Human Resource Management since 2001