# **EDUCATION**

# **The George Washington University College of Professional Studies**

* **Certificate Full Stack Web Development**

# **Limestone College `09**

* **Bachelor of Arts, Liberal Studies**
  + - * *Saints Athletic Scholar, Swimming*

### LEADERSHIP EXPERIENCE

**Benefitfocus- Data Services, Charleston, SC August 2015 – May 2019**

*Data Analyst II*

* Carrier exception reporting for large employer groups
* Lead two international accounts for all training, carrier reporting and file discrepancy correction
* Insurance enrollment and information expert for top insurance coverage, benefits and payroll services
* Liaison between large employer groups to insurance companies for all benefit related enrollment and payroll services
* Trained and developed training documentation for carrier exception reporting team
* Identifies file structure and configuration errors
* Lead our Automation Engineering team in creating a tool leveraging Python to automate processes.
* SQL and Python proficient

**Benefitfocus – Benefits Service Center, Charleston, SC** **June 2014 – August 2015** *Benefits Support Consultant*

* Prepare agendas and host weekly client meetings
* Monitor deliverables and accountabilities in order to accomplish client projects
* Assist with developing employee communications and client process improvements
* Format reporting templates in order to monitor performance results
* Assist with new client implementations and Open Enrollment planning
* Train and evaluate Benefit Administrators and Benefit Analysts on client specific processes and procedures
* Communicate daily with clients and vendors to resolve escalations or services in a timely manner
* Support departmental teams with client-specific projects to ensure deadlines are met

**Benefitfocus – Benefits Service Center, Charleston, SC June 2013 – June 2014**

*Benefits Administrator*

* Assisted HR Administrators with changes and/or updates to their employees’ health coverage
* Prepared approval reports
* Processed manual updates with carriers
* Answered benefit related questions for HR Administrators and employees via phone and email
* COBRA enrollment and telephonic enrollment
* Provided navigational assistance for Benefitfocus software and third party websites
* Extensive knowledge of medical, dental, and vision plans; COBRA; FSA, Dependent Care FSA, HSA, and HRA accounts; Short Term and Long Term Disability; and 401k/403b retirement plans.

**Island Sport, LLC, Kiawah Island, SC May 2012 – June 2013** *Assistant Store Manager of Operations*

* Managed and trained new Sales Associates and Assistant Managers for two stores
* Assisted with buying merchandise and performing visual updates
* Inventory monitoring (selling and receiving)
* Managed business systems which included sales analysis and meeting quarterly goals

**Abercrombie and Fitch May 2010 – May 2012**

*Store Manager**–* ***Hollister Co.,* North Charleston, SC** January 2012 – May 2012 *Store Manager* ***– Abercrombie and Fitch,* Charleston, SC** August 2011 – January 2012

*Assistant Manager**–* ***Abercrombie and Fitch,* Columbia, SC** May 2010 *–* August 2011

* Recruited, hired, and trained new Sales Associates and Assistant Managers
* Managed and scheduled in excess of 50 Sales Associates and three Assistant Managers
* Project management which included visual updates, floorsets, and inventory oversight
* Managed and enforced loss prevention policies and procedures while maintaining employee safety

# **SKILLS**

## Proven ability to think analytically and problem solve in a demanding work environment

* Strong leadership and managerial skills
* Well rounded background in computer programs including:Microsoft Office (Access, Excel, Word, PowerPoint, and Publisher), Salesforce.com, Success Factors Human Capital Management, and JIRA