

BENEFITS OPERATIONS MANAGER

Summary

Human Resources Professional with all-encompassing experience in HR functions within Benefits Administration Outsourcing, including: Strategic Management, Employee Development, Total Rewards, Employee Relations, Workforce Planning and Employment, and Risk Management. Proven track record overseeing complex projects while managing on site and virtual teams. Intense problem solving, critical thinking, multi-tasking and time management ability. Experience managing and maintaining positive client relationships as well as fostering talent and growth internally through team oriented interactions. Highly competent in current HR policies and procedures. Great combination of communication and interpersonal aptitude. Outstanding analytical and problem solving ability.

Highlights

- Staffing and recruiting professional
- Interviewing expertise
- Performance management strategies
- Benefits administrator
- Employment law knowledge
- Employee relations
- Manager coaching and training
- HRIS applications proficient
- Event management
- Training and development
- New hire orientation
- Exceptional interpersonal skills
- Mediation management
- Operations management
- Staff development
- Change management
- Compensation/benefits administration
- Cross-functional team management
- Staff training
- Supervision and training
- Sound judgment
- Computer-savvy
- Complex problem solving

Accomplishments

People Management:

- [[Describe accomplishment 1](#)]
- [[Describe accomplishment 2](#)]

Financial Management:

- [[Describe accomplishment 1](#)]
- [[Describe accomplishment 2](#)]

Business Development:

- Successfully grew business by [\[action\]](#) .

Project Management:

- Initiated [\[project\]](#) which resulted in [\[positive outcome\]](#) .

â€œâ€œ

Experience

03/2011 to Current

Benefits Operations Manager

- Consult with client organizations (Northrop Grumman and Huntington Ingalls) on Human Resources issues.
- Manage the analytical research and resolution of employee related benefit inquiries, claims and investigations.
- Coordinate efforts with customer service, technology teams, and third party administrators.
- Direct projects related to system enhancements, process improvements, and positive performance measures.
- Manage scope of work for team to promote quality issue resolution and adherence to client service level agreements.
- Produce and communicate extensive, detailed written reports of employee related issues, complaints, and administrative errors.
- Conduct behavior based interviews for employee selection, facilitate orientation/on-boarding training, coach and manage performance.
- Promote employee engagement.
- Manage and review daily performance and productivity of Analysts for quality and to ensure adherence to operational procedures, meeting goals of 98% employee issue resolution Apply Lean Six Sigma approach to project management and operational improvements Identify and eliminate manual administration efforts through streamlining and system automation, increasing the ability to respond with resolutions in a timely manner; thus avoiding penalties paid to the client of \$250,000 a quarter, reducing costs that directly impact Aon Implement action plans to eliminate client escalations; increasing quality and client satisfaction Identify, research, and document system defects; mitigate participant impact and risk associated with defect and communicate risks to operations manager, shared services, and customer service; collaborate with technology to evaluate root cause analysis behind defects; translate analysis into improvement initiatives Ensure processing guides and procedural documents are updated based on requirements changes, system enhancements, and processing changes; ensure documents are in place for team wide procedural follow-up Utilize supply/demand metrics to ensure appropriate workload distribution to Analysts to minimize excessive overtime hours, reducing costs that impact Aon's bottom line Conduct behavioral based interviews for

perspective Analyst and Processing Assistant positions Identify cross-training opportunities and implement ways to leverage talent and generate positive results in performance Develop and deliver team wide operational training Identify growth and developmental areas for Analysts, provide opportunities in identified areas, and coach through proficiency Manage Analysts' performance and hold ongoing performance conversations to ensure efficiencies Manage yearly 360 degree performance management cycle for Analysts, gathering and presenting feedback, as well as recommending and budgeting yearly merit increases as appropriate Assist in guidance of Analysts' careers, providing appropriate leadership, training and counsel Counsel and guide the resolution of internal workplace issues and dilemmas Initiate ideas and lead discussions for client improvements with leadership team to impact higher quality and more efficient client delivery Review variations in performance measures impacting operations; work with team to implement action plans for performance standards below target Gather data and meet rigorous timelines for internal/external meetings, reports and presentations.

05/2006 to Current

Amazon.Com, Inc. i¼ Fairburn , GA

05/2006 to 03/2011

Benefits Operations Analyst Bickford Senior Living i¼ Suffolk , VA

- Administered defined benefits to participants of client's (Wells Fargo and Northrop Grumman) benefit plans in team oriented environment.
- Ensured timely and accurate processing of plan benefits were delivered to participants in compliance with governmental regulations, pension legislation, and client service level agreements.
- Promoted to Benefits Operations Manager Coached and trained team members on team procedures and client specific information to assist in leveraging knowledge related to: complex provisional information, benefit payment set ups, benefit overpayments, nonqualified plan provisions, and general employee issue resolution Documented process improvements and created written materials to guarantee uniformed process administration Analyzed client requirements to determine participant benefit eligibility, manage participant data, and accurately perform pension benefit calculations, applying applicable laws governing payment funding Used operational compliance, financial reconciliation, and system case management processes to resolve complex plan administration issues and respond with resolutions in a timely manner; created participant communication statements Identified issues and defects within administration processes working closely with management to recommend process improvements and increase quality Primary contact for executive issues; effectively communicated with client executive services support team and third party administrators to ensure requests were answered timely with accurate information Participated in training and workshops to expound on knowledge of regulatory laws that impact compensation and employee benefits to ensure legal compliance Participated on specialized teams to handle complex issue resolution and benefit calculations Was chosen to participate in "Lean" try-storming sessions at corporate office to streamline team-wide processing that assisted in creating more value for the customer with less resources.

08/2004 to 05/2006

Business Office Coordinator Brookdale Senior Living i¼ Potomac , MD

- Composed monthly reports reflecting account receivables and earnings.
- Monitored debt owed to university and served as a liaison with collection agency.
- Implemented plan that significantly reduced outstanding receivables.
- Communicated effectively with upper management, corporate office, and outside collection agencies.

Education

Professional in Human Resources (PHR) Certification January 2011 Human Resources Certification Institute

December 2008

Masters of Business Administration University of North Alabama i¼ City , State

May 2004

Bachelors of Science : Commerce and Business Administration The University of Alabama i¼ City , State Commerce and Business Administration Skills

administrative, streamline, Analyst, approach, agency, automation, Benefits, budgeting, case management, coach, client, customer service, delivery, financial, Human Resources, leadership, legal compliance, materials, meetings, office, 98, performance management, presenting, presentations, processes, project management, quality, research, Six Sigma, service level agreements, workshops, written