**[Account Manager Human Resource](https://www.postjobfree.com/resume/ad2ung/account-manager-human-richmond-va)**

**Location:**Richmond, VA

**Posted:**January 17, 2024

**Contact Info:**

danielbetsy19@gmail.com

804-833-9104

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**Resume:**

Work History

Group Benefit

Account Manager

Betsy

Daniel

Contact

Address

Chesterfield, VA, US, VA,

23235

Phone

804-833-9104

E-mail

Danielbetsy19@gmail.com

Skills

Account Analysis

Account Management

Group Benefit Plan Design

Onboarding Open

Enrollment

Analyze Market Study

Proficient in Excel

Proficient in EPIC

Proficient in Word

Proficient in Office 365

Results-driven Benefits Manager with experience includes overseeing a wide range of plans, including medical, dental, vision, life and disability. Handles company-wide maintenance needs as well as new hire and open enrollment processes. Skilled in analyzing data, identifying cost-saving opportunities, and creating innovative solutions for client. Known for a detail-orientated approach and excellent interpersonal skills.

Employee Benefits Account Manager

The Millen Group

Assisted with open enrollment processes during 4th quarter.

Prepared Benefit Guides.

Worked effectively in fast-paced environments.

Processed open enrollment applications.

Assisted with implementation of new clients and

collecting necessary documents from carriers.

2023-11 -

2023-12

Group Benefits Account Manager

Bankers Insurance, LLC

Evaluated different providers offering range of

services, coverages and plan options to pick optimal choice.

Oversaw open enrollment processes.

Educated new hires about different benefit plans.

Develop and maintain positive relationships with

clients.

Managed book of business with 5 to 400 employees

Book of business was 100 clients with annual revenue of approximately $900,000.

Served as primary contact for all client needs

related to their group benefit plans.

Responsible for managing renewal process to

include analyzing data to identify cost savings and presenting recommendations to client.

Support acquisition of new clients to include

conducting market studies.

Function as main liaison between client and carrier when specific routine problems need to be resolved. 2015-09 -

2023-08

Attend renewal and enrollment meetings.

Kept programs in line with plan structure, company policy and legal requirements.

Enhanced client satisfaction by providing efficient and accurate benefits management services

Retention Coordinator

Digital Benefit Advisors

Supported Advisors and Consultants with retention of clients of 100+ employees.

Obtained renewals from carrier.

Served as back up for Consultant or Advisor for

urgent client issues (claims, ID, member service) and coordinated with other support areas to respond.

Coordination of RFP process

Review spreadsheets and documents for accuracy

prior to sending to client.

Facilitated implementation of new clients

Processed additions, changes and terminations with carrier

Reviewed contracts for accuracy and expedited

corrections with carrier.

2014-07 -

2015-02

Executive Life & Health & Health Account

Manager

Asset Protection Group

Support and administration for group and individual clients

Prepare market analysis for new and renewing

business to include health, dental, life, STD, LTD or voluntary benefits.

Coordinate carrier implementation with client.

Assist client as advocate when specific problems

need to be resolved with carrier.

Assist with implementation of new clients including creating employee communication materials and

guiding clients through onboarding process.

2014-02 -

2014-07

Account Manager

Dawson Mid-Atlantic D/b/a Tabb Brockenbrough &

Rag

Addressed problems with billing, and service issues 2011-08 -

2014-02

to maintain and enhance client satisfaction as

needed.

Evaluated client needs and developed tailored

solutions to enhance benefit package.

Responds to customer needs in manner that

provides added value and generates elevated level

of customer satisfaction.

Provide strategic support to producers, clients and carriers.

Assists with development and coordination of client focused health and welfare products.

Promote strategic approach to service delivery.

Review and analyze renewals and prepare analysis

for delivery to client.

Engage in effective, open, two-way communication

and timely resolution of client issues.

Respond to customer needs in manner that provide

added value and generates elevated level of

customer satisfaction.