

DAVID HERNANDEZ

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Enthusiastic, highly motivated, self-starter looking for a role that will develop, reinforce, and apply the skills I have obtained through my studies and professional work experiences.

- Transferable skills – Leadership, Communication, Dependability, Organization, Listening and Negotiation
- Proficient in Microsoft Excel, Outlook, PowerPoint, Publisher and Word

EDUCATION & TRAINING

Benedictine University • Lisle, IL

Master of Business Administration, concentration in Financial Management

December 2019

Bachelor of Business Administration in Management & Organizational Behavior

December 2011

HIA (Health Insurance Associate) Designation – consists of six exams that give an in-depth overview of how medical, dental, vision and life policies are structured.

Texas Brokers Life, Accident, Health and HMO License

EXPERIENCE

Account Manager • Marsh and McLennan Agency • Dallas, TX

August 2018–Present

- Oversee and monitor administration of client benefit programs.
- Demonstrated a leadership role in all aspects of job performance both within the office as well as with clients.
- Manage ongoing carrier/TPA/Vendor renewal negotiations on clients' behalf and negotiate with carriers on cost and program design.
- Ability to service our clients effectively through problem solving, appropriate confidentiality, diplomacy, sensitivity and tactfulness.

Benefits Analyst II • Marsh and McLennan Agency • Dallas, TX

July 2016–July 2018

- Comprehend and demonstrate project management and consulting skills such to include: managing the quality and timeliness of client deliverables, helping to develop budgets and billing reports, participating in client calls and meetings as appropriate and assisting with the preparation and delivery of clear and concise client-friendly communications.
- Understand vendor/carrier markets, more advanced underwriting and financial skills, Health & Benefit products, services and technical tools by participating in training courses, online learning, or through learning from more experienced colleagues.
- Gather data from the client and current vendors needed for analyzing the client's healthcare plans. This typically involves organizing and summarizing plan design details and costs in Excel for further analysis.

Client Consultant • Lockton Companies • Chicago, IL

January 2013–June 2016

- Promoted from Account Administrator to Client Consultant after 18 months
- Educating existing clients about new benefit offerings and communication strategies.
- Providing superb customer service skills, with the ability to develop sound relationships with multiple clients.
- Assist with all marketing efforts as assigned by Account Manager, including development of Request for Proposal (RFP), gathering of data, carrier follow-up, and production of marketing report.
- Practice proactive follow-up on all outstanding issues by communicating status of each to AM/AE/Unit Manager.

Call Center Associate • Catamaran Rx • Lisle, IL

January 2012–December 2012

- Assisted pharmacies with the processing of claims and members with basic inquiries about their pharmacy plan benefits.
- Communicated effectively and clearly with members to ensure complete customer satisfaction.
- Maintained a clear understanding of each clients' policies, procedures and individual needs.