

OBJECTIVE

Customer focused, seasoned administrative professional seeking a permanent position in a dynamic environment which would utilize my strong interpersonal and organizational skills.

EXPERIENCE

Benesys, Inc. Boston, MA

BeneSys provides administration and IT services to over 350 Trust Funds in 16 states.

Eligibility Coordinator/Office Administrator 2016 - Present

April

- Determine member and/or dependent eligibility for healthcare benefits.
- Verify and maintain employee benefit information and process all enrollment forms.
- Review month end eligibility reports and administer benefit reinstatements or terminations.
- Set up COBRA coverage when necessary for dependents, survivors or divorce spouses.
- Work with vendors to resolve discrepancy reports.
- Work with Auditing and Accounting to get appropriate benefits processed.
- Document eligibility changes and communicate the modifications to the employees.

Alicare, Charlestown, MA

Alicare is a 3rd party medical benefits administrator for Amalgamated Life Insurance Company.

Service Representative 2016

May 2013 - April

- Administered the employee benefits for three different Boston unions.
- Solved simple customer inquiries on the phone during the first interaction.
- Utilized database to track customer issues and resolutions.
- Used judgement and discretion to remedy more complex cases and communicated the resolution to the customers in a timely manner.
- Worked closely with Account Executives to address client issues and incorporated improvements into our claims process to prevent similar disputes in the future.
- Managed the monthly mailing of benefit changes to customers.

- Communicated daily with consultants, attorneys, auditors and Accounts Payable to verify the accuracy of claims and the proper delivery of benefits.
- Administered COBRA benefits; produced offers and maintained associated database.

Charles A. Clifford Law Office, Charlestown MA

**Administrative Assistant
2013**

2011 -

- Initial point of contact for customers seeking legal advice with law firm.
- Maintained attorney's schedule and communicated with courts and clients.
- Reviewed and updated client files.
- Prepared correspondences to clients and opposing counsel.
- Supported cases by filing, scanning, internet research and phoning key contributors.

City of Boston - Department of the Treasury, Boston, MA

**Head Clerk
2000**

1994 -

- Reported directly to the Assistant Collector Treasurer for the City.
- Performed administrative and accounting functions.

Administrative

- Updated and maintained division personnel records.
- Tracked all contracts and insurance policies for the division.
- Maintained and managed the division's time and attendance records; work, sick, vacation and over time.

Accounting:

- Administered and maintained general ledger books, cash books, subsidiary and general ledgers.
- Reconciled invoices with monthly bank and credit accounts.
- Produced, analyzed and reviewed accounting reports.

RELEVANT SKILLS

Proficient in:

- Microsoft Office - Word, Excel
- Vitech
- Office Records and Management