JULIAN MERCER

BENEFITS SPECIALIST

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Benefits Specialist with 9+ years administering health, retirement, and leave programs for large employers. Runs smooth open enrollment, resolves employee claims issues quickly, and keeps vendor files and compliance filings accurate.

PROFESSIONAL EXPERIENCE

Senior Benefits Specialist Jan 2023 - Present
Starbucks, Seattle, WA

- Lead open enrollment for 12,000 salaried and hourly employees, reaching 98% completion with a call volume below plan.
- Resolved complex claims and eligibility cases with carriers, closing 90% of escalations within five business days.
- Audited 401(k) and medical vendor files each month and fixed 60 data discrepancies before they reached employee pay.
- Wrote plain-language enrollment guides and videos that reduced benefit questions to the helpdesk by about 20%.
- Coordinated a mid-year benefits fair with carriers, bringing 400 employees to sessions and resolving most questions on the spot.
- Supported ACA reporting and Form 5500 data requests, delivering clean data on schedule for compliance filings.

Benefits Specialist Sep 2019 - Dec 2022

- Processed life event changes, COBRA notices, and leave of absence cases for a population of 9,500 employees.
- Coordinated FMLA and disability paperwork with employees and managers, with a 99% on-time notice rate.
- Helped test the new benefits platform before launch and wrote user guides for four HR support teams.
- Reconciled monthly premium invoices to enrollment data, finding errors worth about $38K in refunds.

Benefits Administrator Jun 2017 - Aug 2019
Providence Health, Renton, WA

- Administered medical, dental, vision, and retirement plans for clinical and corporate staff and answered employee questions.
- Ran new hire benefits orientations for groups of 30 and tracked enrollment within the 30-day eligibility window.
- Kept enrollment records in the HRIS accurate with fewer than five corrections per month.
- Supported the wellness program, raising biometric screening participation by about 15% through targeted reminders.
- Assisted the benefits manager in preparing renewal data for the broker and plan design reviews.

CORE SKILLS

Benefits administration | Open enrollment | Claims resolution | COBRA administration | FMLA and leave | 401(k) administration | ACA compliance | Vendor management | Premium reconciliation | Workday Benefits | HRIS | Employee communication | Excel | Wellness programs

EDUCATION

B.A. in Business Administration, University of Washington, Seattle, WA

CERTIFICATIONS

Certified Employee Benefit Specialist (CEBS) | SHRM Certified Professional (SHRM-CP) | Health Insurance Portability and Accountability Act (HIPAA) Training