

Chantelle M. Washington
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<http://www.linkedin.com/in/chantellewashington>

Dear Human Resources Professional:

Please accept my attached resume as an expression of interest in any Employee Benefits Administration opportunities that match my qualifications. As you will note on my attached resume, the breadth of my expertise covers a wide area of responsibilities. I have an excellent well documented record of accomplishments and successes. I have always been dedicated to the success of my clients, fellow colleagues, and my organization.

I possess superior organizational skills and team building talents, resulting in high goal attainment and successful completion of projects. Dr. Thomas Crawford has said of my interpersonal skills, "***Chantelle has an abundance of people skills.***"

I demonstrate an abundance of initiative, good judgment, and solid decision making, enjoy working with a variety of people, and have a high degree of expertise in a variety of areas such as, Project Management, HRIS Product Implementation, Employee Benefits Administration, Relationship/Account Management, and Resource and Process Operations supervision.

Though my resume is detailed and comprehensive, it cannot fully demonstrate the manner in which I have achieved success. I am therefore requesting an interview. I can only imagine the number of resume that you receive on a regular basis; I would be delighted to contact your office and arrange a convenient time with your assistant.

Thank you for your time and your consideration of my qualifications.

Sincerely,

Chantelle M. Washington

Chantelle M. Washington
Parkville, MD 21234 410-371-1654
Professional Human Resources (PHR) Certification Candidate
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Human Resources Professional with a unique expertise in development of business systems, processes and organizational infrastructures that have improved productivity, increased efficiency, enhanced quality and strengthened financial results; accomplished in project management, strategic planning and execution, employee training, and managing resources. PHR (Professional Human Resources) Certification candidate, as well as a current member of SHRM (Society for Human Resources Management) and CHRA (Chesapeake Human Resources Association). My qualifications include:

- Administration of employee benefits. Provide special guidance and assistance on various employee relations matters. Implementation and presentation of new or modified benefit plans to employee population (union & non-union), and management of the administration of health & welfare benefit plans, including COBRA administration and Payroll.
- Substantially computer literate. Proficient in, and have trained others on, Microsoft Windows, ADP Products: HRB-HRIS, Time & Labor and Payroll, EPIC, EPR, SAP, COEUS, and numerous proprietary systems.
- Consistently recognized for exemplary oral, written and interpersonal skills. Ability to develop productive relationships with colleagues, clients, and staff at all levels. Developed reputation for being "go-to" person among colleagues.

Professional Achievements:

Instrumental in the successful recovery of a \$19k balance due from a well-known pharmaceutical company. Successfully resolved a long standing employee relations issue with a satisfactory outcome, as well as implementing numerous process improvements that significantly improved patient satisfaction "Press Ganey" scores exceeding the university standard of 50%.

Averted a client lost by successfully managing the client recovery process. Managed a client who was "at risk" to a client in "good standing" and saved the company monthly revenue of \$120k.

Successfully implemented HRIS system in a 4-week timeframe, awarded for being "productive" while still in my probationary period and bonus eligible throughout my tenure.

Participated on the successful development and delivery of a Group Benefits Management tool 6 weeks ahead of project schedule, which resulted in a company savings of \$22k off the overall project implementation costs

Implemented new cost analysis process, saving company over \$51,000 or 43% on Open Enrollment printing and fulfillment costs from previous year.

Professional Experience:

Specialty Practice Operations Leader
Johns Hopkins University
Baltimore, MD

2010 to 2011

- Execution of the day to day operations management of the Pediatric Neurology division.
- Provide project management for divisional projects.
- Management of the Human Resources/Employee relations for Pediatric Neurology division
- Process development and implementation that resulted in measureable success.
- Direct the administrative staff of the Pediatric Neurology division.
- Conduct the distribution and reconciliation of faculty sponsored and non-sponsored accounts.

**Benefits Services Manager
Hewitt & Associates, LLC
Hunt Valley, MD**

2008 to 2009

- Documented benefit plan rules, eligibility rules, and rates for all employer group enrolled plans.
- Managed project plans that clearly identify all tasks, task durations, team resources.
- Forecasted and communicate any known, anticipated or unanticipated risks associated with the Implementation.
- Developed and maintain a Job-Aid for each assigned client.
- Provided carrier/vendor (COBRA, FSA, and LOA Administration) management on behalf of assigned clients.

**HRIS Implementation Consultant
ADP (Automated Data Processing)
Owings Mills, MD**

2006 to 2008

- Provided project planning, management and status reporting throughout the implementation process.
- Implementation methodology and best practices, to ensure that sales scope of services agreement was adhered.
- Managed clients through the functional system design.
- Supervised the configuration process.
- Managed the data conversion process, ensured all Q & A and security standards were met.

**Employee Benefits Account Manager
Kelly & Associates Insurance Group (KAIG)
Hunt Valley, MD**

2004 to 2006

- Executed the post-sales implementation cycle for new business and renewals.
- Drove the new business and renewals implementation timeline.
- Managed monthly renewal implementation schedule.
- Established and maintained strong relationships with brokers, carriers and clients contacts.
- Lead training workshops for clients and brokers of web-portal capabilities for potential and existing clients.
- Coordinated and attended clients' Annual Open Enrollment meetings.

**Employee Benefits Account Manager
Wachovia Insurance Services
Sparks, MD**

2001 to 2004

- Developed and implemented client employee benefits plan design offering.
- Managed a support team of 10 full-time Benefit Service Reps.
- Project managed the Annual enrollment for the WIS' largest client.
- Defined and documented complex business processes.
- Established and maintained vendor relationships with Health & Welfare Benefit Carriers.
- Ensured all individual performance standards were met.

Education/Professional Development:

BS, Business Administration University of Phoenix

Management Skills I: Foundations of Management
Management Skills II: Planning & Organizing
PHR (Professional Human Resources) Certification Prep Course

Professional Membership:

SHRM (Society for Human Resources Management)
CHRA (Chesapeake Human Resources Association)