

# John H. Smith, P.H.R.

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*Approachable innovator with a passion for Human Resources.*

## SENIOR HUMAN RESOURCES PROFESSIONAL

Personable, analytical, flexible Senior HR Professional with multifaceted expertise. Seasoned Benefits Administrator with extensive experience working with highly paid professionals in client-relationship-based settings. Dynamic team leader capable of analyzing alternatives and identifying tough choices while communicating the total value of benefit and compensation packages to senior level executives and employees.

### CORE COMPETENCIES

Benefits Administration – Customer Service – Cost Control – Recruiting – Acquisition Management – Compliance Reporting Retention – Professional Services – Domestic & International Benefits – Collaboration – Adaptability – Change Management Defined Contribution Plans – Auditing – Negotiation – Corporate HR Policies – Full Lifecycle Training – 401(k) – Form 5500 Confidential Files – EEO-1 – AAP – FMLA – STD – LTD – H1-B Visa – Vets 100 – EAP – Processing Payroll

### HR TECHNOLOGY

HRIS Data Management & Auditing – Ultipro Back Office – Ultipro Web Connect  
Deltek Costpoint – Deltek GCS Premiere – Cognos – ADP

## Professional Experience

HUMAN SERVICES, INC. – Tampa, FL

2010–Present

Providing institutional behavioral health and medical management contracting services / 2,500 employees

### Benefits Manager

Manage and administer a robust \$13M health and welfare program; administer benefits programs for two smaller minority business enterprise clients. Deliver excellence in client services, leveraging interpersonal skills to establish rapport with team members. Perform cost analysis, gather claims data, coordinate enrollment and more for a large self-funded medical plan plus two smaller fully-insured plans. Analyze data and projections to create forecasts in narrative and graph format; clearly and succinctly communicate trends to senior management in meetings. Directly supervise staff of 3: HR Admin, plus two Human Resource specialists.

- Lead Healthcare Reform change management process, analyzing changes, developing strategic plans, and timeline for crucial decisions ahead of 2014 deadlines. Communicate early changes in dependent coverage, preventive care, and lifetime maximum benefits to employees.
- Identified, researched, and implemented HSA (Healthcare Savings Account) health insurance option for high-deductible health insurance plan to provide tax-sheltered benefits for physicians and other high-income, high-profile professionals.
- Saved \$30K annually by restructuring the open enrollment strategy, leveraging existing human capital and HR business partners to achieve better communication at lower cost.
- Quickly establish rapport with employees; balance client-relationship needs with organizational goals, cost controls, and compliance requirements to create a positive work environment.
- Maximize employee recruiting and retention by implementing competitive benefits packages and clearly communicating their value to team members.
- Reduced costs \$20K per year by collaborating closely with legal department to create an in-house total comp statement including implications for taxes and social security; produced a better-quality analysis at lower costs.

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HUMAN MANAGEMENT INC. – Atlanta, GA

2008–2010

Nonprofit government consulting firm | 1,200 domestic and international employees

Senior Human Resources Generalist

Performed diverse Human Resources functions: administered benefits, led special projects, updated policies, collaborated on EEO-1, Vets 100, and Affirmative Action Plan (AAP) reporting. Revamped orientation and training programs for newly hired employees to include comprehensive information delivered in more-personal formats: teleconferences, small group meetings, tours, and one-on-one conversations, with follow-up phone calls. Supervised HR Assistant and up to 3 temporary Human Resource specialists handling high volume of work during peak periods such as open enrollment and company merger.

- Led change management process that seamlessly integrated benefits, compensation, retirement plans, and logistics for newly acquired company with 60+ employees; prepared all-encompassing reports on total compensation plans.
- Developed webinars and personal meetings to communicate value of benefits to employees despite reductions during an economic recession; maintained employee retention and job satisfaction rankings despite cutbacks.
- Reduced overall benefit costs 10% including a decrease in STD benefits from 100% to 75% of base compensation without significant increase in employee turnover.
- Researched and procured benefits for government contractors traveling to hazardous areas including Kidnap & Ransom (K&R), increased life insurance, and travel insurance.
- Identified and implemented medical and dental benefit plans to ensure comparable compensation for international employees worldwide.
- Managed diverse retirement plans including defined contribution 403(b), 401(a), and executive 457(b) plans.

ABC CORPORATION – New York, NY

2007–2008

Engineering and Construction consulting | 500 international and domestic employees

Senior Human Resources Generalist

ACME, INC. – Washington, D.C.

2004–2006

Professional services consulting firm | 300 employees

HR Generalist / Benefits Specialist

HUMAN RESOURCE CORPORATION – Tampa, FL

2002–2004

IT & environmental management consulting firm | 300 employees

Human Resources Assistant

*Education, Certification, & Affiliation*

Bachelor of Science in Psychology, 2002

COMMUNITY COLLEGE

Professional in Human Resources (PHR) Certificate, 2010

Employee Benefit Specialist (CEBS), Certification Pending

Member SHRM – Society for Human Resource Management