



# Vivien Gilhooly

## Benefits Coordinator

Dedicated Benefits Coordinator with 1 year of experience in efficiently managing employee benefits programs. Skilled in liaising between employees and insurance providers, resolving benefits-related issues, and maintaining accurate records. Demonstrates excellent communication and analytical abilities, ensuring smooth implementation of benefits plans and promoting employee satisfaction. Committed to staying up-to-date with industry regulations and trends to enhance productivity and overall employee well-being.

[vivien.gilhooly@gmail.com](mailto:vivien.gilhooly@gmail.com) 

(816) 853-4332 

123 Maple Street, Trenton, NJ   
08618

### Education

**Bachelor of Arts in Human Resources Management at Rutgers University, New Brunswick, NJ**

Aug 2018 - May 2022

Relevant Coursework:

Organizational Behavior, Employment Law, Compensation and Benefits, Recruitment and Selection, Training and Development, Performance Management, Employee Relations, and HR Strategy and Analytics.

### Links

[linkedin.com/in/viviengilhooly](https://www.linkedin.com/in/viviengilhooly)

### Skills

Communication

Organization

Time-management

Problem-solving

Microsoft Excel

Data analysis

Empathy

### Employment History

#### Benefits Coordinator at Aflac New Jersey, NJ

Mar 2023 - Present

- Successfully implemented a new benefits enrollment system for over 2,000 employees, resulting in a 30% increase in efficiency and reducing processing time by two weeks.
- Conducted comprehensive benefits analysis for 50+ corporate clients, leading to an average cost savings of 15% on their annual benefits expenditures.
- Streamlined the benefits claims process, reducing claim processing time by 40% and increasing overall customer satisfaction by 25%.
- Developed and delivered benefits training programs for 100+ new hires, ensuring a smooth transition into their roles and contributing to a 20% decrease in employee turnover.

#### Associate Benefits Coordinator at Conduent, NJ

Jul 2022 - Jan 2023

- Successfully managed and coordinated benefits programs for over 500 employees, resulting in a 98% satisfaction rate and a 25% reduction in benefits-related inquiries.
- Streamlined the open enrollment process by implementing an online platform, leading to a 40% increase in timely enrollments and reducing manual processing efforts by 60%.
- Conducted comprehensive benefits analysis, identifying opportunities for cost savings of \$100,000 annually while maintaining competitive employee offerings.

### Certificates

#### Certified Employee Benefits Specialist (CEBS)

Feb 2022

#### Certified Benefits Professional (CBP)

Aug 2020

### Memberships

**Society for Human Resource Management (SHRM)**

**International Foundation of Employee Benefit Plans (IFEBP)**