

# Florentina Norrish

Benefits Manager

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## Education

**Bachelor of Arts in Human  
Resources Management at  
University of Nevada, Las  
Vegas**

Aug 2014 - May 2018

Relevant Coursework:  
Organizational Behavior,  
Business Ethics, Employment  
Law, Compensation and  
Benefits, Training and  
Development, Talent  
Acquisition, Performance  
Management, Employee  
Relations, and HR Analytics.

## Links

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

## Skills

Negotiation

Analysis

Compliance

Communication

Organization

Empathy

Adaptability

## Languages

English

Japanese

## Profile

Highly skilled Benefits Manager with 5 years of experience in developing, implementing, and managing employee benefit programs. Proven track record of designing cost-effective and competitive benefits packages, ensuring legal compliance, and streamlining benefits administration processes. Adept at collaborating with cross-functional teams, managing vendor relationships, and driving employee engagement through benefits communication campaigns. Committed to fostering a positive work environment and enhancing employee satisfaction through the continuous improvement of benefits offerings.

## Employment History

### Benefits Manager at Aflac, NV

Feb 2023 - Present

- Successfully implemented a new benefits administration system, streamlining the enrollment process for over 5,000 employees and reducing processing time by 30%.
- Conducted a comprehensive review of all benefit plans, resulting in a 10% reduction in overall costs while maintaining the quality of benefits offered to employees.
- Developed and led a series of benefit-related training sessions for HR staff, increasing their knowledge and efficiency in managing employee benefits by 25%.

### Assistant Benefits Manager at Clark County, NV

Aug 2018 - Dec 2022

- Successfully implemented a new benefits administration system for over 10,000 employees, streamlining enrollment processes and reducing manual errors by 25%.
- Conducted an extensive review and analysis of the county's benefit programs, resulting in the identification of \$2 million in cost savings and the implementation of more competitive and comprehensive benefit offerings.
- Led the annual open enrollment process for employees and retirees, achieving a 95% on-time completion rate and increasing employee satisfaction with benefits communication by 30%.
- Developed and delivered comprehensive benefits training for over 200 HR professionals and supervisors, increasing their understanding of benefits policies and procedures and improving overall benefits administration efficiency.

## Certificates

### Certified Employee Benefits Specialist (CEBS)

Apr 2022

### WorldatWork Certified Benefits Professional (CBP)

Sep 2020