

Eva Sanders

Benefits Specialist

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📍 Manchester, NH 03101

STRENGTHS

- 📅 **Leave case judgment**
Complex leave questions received clear decisions, careful records, and timely escalation. Managers gained a dependable resource for sensitive cases.
- 🗣️ **Employee guidance**
Employees received plain language answers about coverage, eligibility, and transitions. Calm explanations helped resolve difficult benefits conversations.
- ✅ **Enrollment quality**
Open Enrollment testing and exception reviews caught issues before completion. Colleagues relied on organized follow through when corrections surfaced.
- 👥 **Cross functional service**
Carrier, payroll, HR, and administrator coordination kept cases moving. A shared focus on facts made handoffs smoother.
- ⚙️ **Process improvement**
Recurring questions led to clearer job aids, workflows, and communications. Small documentation changes made daily service more consistent.

SKILLS

Benefits Administration FMLA
ADA STD and LTD HIPAA
Open Enrollment Retiree Benefits
Medicare bswift HRIS and HRMS
Excel Word Access
Eligibility Determinations
Customer Service

SUMMARY

Benefits specialist with four years of **HR service delivery** experience across leave administration, **health and welfare programs**, Open Enrollment, retiree benefits, and employee guidance. Manages FMLA, state leave, ADA coordination, STD and LTD terms, eligibility determinations, claims questions, and confidential case documentation. Interprets plan documents, policies, and regulatory requirements for medical, dental, vision, retiree, Medicare, self insured, and fully insured plans. Supports bswift and HRIS processes through enrollment testing, exception review, reconciliation, and correction tracking. Partners with employees, managers, **HR business partners**, payroll teams, carriers, and administrators to resolve **non routine cases** with clear communication. Brings organized case management, customer service judgment, process improvement, and cross functional coordination to complex benefits operations.

EXPERIENCE

Benefits Specialist

North Country Medical Network 📅 January 2025 - Present 📍 Manchester, NH

Owns leave administration, health and welfare support, retiree guidance, Open Enrollment testing, and complex case resolution across medical operations. Partners with HR business partners, managers, employees, carriers, and administrators while protecting confidentiality and improving service documentation.

- Administered **FMLA**, state leave, and **STD** or **LTD** cases through documented eligibility and return milestones.
- Coordinated **ADA interactive process** steps with HR partners while protecting confidential employee records.
- Resolved medical, dental, vision, and retiree cases through plan interpretation and carrier coordination.
- Tested **Open Enrollment** workflows in bswift, documented defects, and routed complex exception decisions.
- Advised employees on retiree health, Medicare coordination, and coverage transitions using **plan documents**.
- Tracked recurring **service issues** and proposed clearer job aids, workflows, and compliant employee communications.

HR Benefits Coordinator

Granite State Community Services 📅 September 2022 - December 2024 📍 Nashua, NH

Supported employee benefits service delivery, leave review, enrollment communications, HRIS reconciliation, and carrier coordination across a multi constituency organization. Maintained accurate records and reference materials while helping employees and managers resolve eligibility, coverage, payroll, and **claims** questions.

- Explained health and welfare eligibility, enrollment events, and leave procedures as a front line contact.
- Reviewed leave documentation against FMLA and plan requirements, maintaining calendars for timely escalation.
- Supported **Open Enrollment** with employee communications, system testing, audits, and correction tracking.
- Reconciled **HRIS** enrollment records with carrier files, researched discrepancies, and documented resolutions.
- Maintained confidential benefits records and standardized reference materials for consistent employee service.
- Coordinated payroll, HR partners, **carriers**, and **administrators** on coverage changes and claims inquiries.

PROJECTS

Open Enrollment Controls 📅 2024

LANGUAGES



MY CAREER



- Benefits Specialist at North Country Medical Network (1.7 Years)
- HR Benefits Coordinator at Granite State Community Services (2.2 Years)

Improved enrollment support through testing, exception review, audit tracking, and clearer employee communications. Work connected HRIS records with carrier files and created a more consistent path for resolving coverage discrepancies.

Leave Case Documentation 📅 2023

Standardized leave case tracking around eligibility reviews, designation dates, deadlines, documentation, and return milestones. Approach supported consistent escalation and clearer communication with employees, managers, and HR partners.

LEADERSHIP & AWARDS

- Certified Leave Management Specialist, earned 2025
- Benefits Service Recognition, Granite State Community Services, 2024
- Open Enrollment Support Recognition, Granite State Community Services, 2023

EDUCATION

Bachelor's Degree in Human Resource Management

Southern New Hampshire University 🎓 GPA: 4.0 📅 2022 📍 Manchester, NH

Coursework: *Benefits administration, employment law, compensation, organizational behavior*

CERTIFICATIONS

- Certified Leave Management Specialist 📅 2025
- HIPAA Privacy Training 📅 2025

TECHNICAL SKILLS

- **Leave Administration:** FMLA, state leave law, STD and LTD
- **Disability Processes:** ADA interactive process, HR business partners, manager guidance
- **Health Benefits:** Medical plans, dental plans, vision plans
- **Retiree Benefits:** Retiree health, Medicare, coordination of benefits
- **Enrollment Platforms:** bswift, Open Enrollment, exception resolution
- **HR Systems:** HRIS, HRMS, enrollment records
- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Access
- **Plan Interpretation:** Plan documents, eligibility determinations, policy interpretation
- **Compliance Standards:** HIPAA, federal requirements, state requirements
- **Claims Administration:** Carrier coordination, administrator coordination, claims issues

PROFESSIONAL AFFILIATIONS

- Human Resources professional community participant, New Hampshire
- Benefits administration peer network participant, Manchester

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST