

Catherine Collingwood

By using skills and abilities developed during work experience in **human resources**, **employee benefits** and **online marketing**, I can develop a clear understanding of employee needs and desires and bring internal satisfaction rates to higher levels. After hiring me, you will see a marked improvement in your relationships with your new and existing employees, beginning with new hire orientation and ending with final outplacement counseling. You will also see a significant improvement in the efficiency of your human resource function's day-to-day operations, leading to improved cost control.

Skills & Experience

Human Resources & Employee Benefits

- Communication of benefits plan information; new employee orientations and one-to-one/small group counseling and education concerning human resources and benefits issues.
- Administration of self-funded and fully insured health insurance plans, including vendor coordination/selection, plan design, claims review and management of the appeals process.
- Review and preparation of Summary Plan Descriptions, open enrollment materials, contracts and amendments, and annual statements.
- Administration of a full portfolio of ancillary benefits including dental, vision, life/accident, supplemental disability.
- Administration of 401(a), 403(b) and 401(k) plans including working with vendor during annual discrimination testing.
- Compliance with HIPAA, COBRA, Section 125, ERISA and FMLA.
- Secondary competency in recruitment & selection: manage job listings, pre-screen and interview applicants; act as resource to hiring manager concerning compliance & policy issues; reference checking; some salary negotiation and equity analyses.
- Use of HRIS applications for payroll maintenance, tracking of anniversary dates and payroll changes, etc. Ability to quickly learn and become a resource for teammates.

Technical Skills

- Microsoft Office Suite: Word, Excel, Access, PowerPoint
- Ticket tracking systems
- HTML 4.01, XHTML 1.0, CSS 2.0; familiar with writing markup for both web pages and email
- Social media (Twitter, WordPress, Facebook, Wikipedia, etc.)
- Ability to quickly acquire knowledge of new applications and application enhancements

Selected Accomplishments

- Achieved over 25% employee adoption rate as a part of a cross-functional team that designed, promoted and implemented a new HSA-qualified health plan; during that same enrollment period increased participation in supplemental benefits by approximately 10%.
- Developed statistically/legally defensible tool for salary administration that resulted in 75% cost savings for newly filled positions during first year, as well as improved internal equity.
- Developed and implemented comprehensive new hire orientation program identified as a best practice within state government.
- Served three years as a member of a cross-functional, cross-agency advisory committee providing oversight of statewide Section 125 (cafeteria benefits) plan; also served one year on special subcommittee charged with complete redesign of marketing and communications strategy.
- Played a critical role in a team-based process review and automation effort that, in six months, increased program execution capacity by over 300% while significantly reducing errors.
- Designed, documented and implemented end-to-end processes for implementation of a customized marketing campaign serving high-tier and sensitive clients.

Employment Chronology

Intuit Financial Services, Norcross, Georgia

Marketing Operations Specialist, 2007-2011

Operational administration of web- and email-based marketing promotions on behalf of clients, including infrastructure design to ensure proper results reporting for later analysis and incentive fulfillment.

The Castleton Group, Raleigh, North Carolina

Benefits Specialist, 2004-2006

Coordinated and administered employee benefits function for a professional employer organization with 120+ clients, 3,500+ worksite employees and a mixture of standard and client-specific benefits plans.

State of North Carolina, Raleigh, North Carolina

Personnel Specialist, 1996-2004

Four progressively responsible positions in three agencies, beginning as a personnel assistant and ending as a personnel technician administering employee benefits, recruitment/selection and salary administration.

Education

Pitt Community College, Greenville, North Carolina

A.A.S., Business Administration/Human Resources Management

References available upon request.