

Cathy Perry Glass
<http://www.perryglass.net>

QUALIFICATIONS

- Knowledge of COBRA, HIPAA, FMLA, USERRA
- Experience with medical and dental plans including PPO, POS, HMO and DMO's and self-funded
- Administration of retirement and disability plans
- ABRA and Lawson Insight software
- Proficient in Word, Excel, Outlook, PowerPoint, Crystal Reports, Windows XP, Mac OS X
- Excellent organizational and communication skills

EMPLOYMENT

Human Resources Generalist
APPLIED RESEARCH ASSOCIATES, INC.

10/01 – 10/07
ALBUQUERQUE, NM

Provided benefits administration and other HR Generalist functions for a multi-location science and engineering research firm with 1150 employees in the US and Canada. Primary responsibilities included:

Health and Welfare Plans

- Communicate and implement benefit changes
- Participate in medical plan design
- Analyze medical and prescription drug claims utilization and cost
- Streamline Open Enrollment process to reduce paperwork and redundancy
- Assist in resolution of medical claims issues for employees
- Reconcile billing for medical, life and disability plans

Retirement Plans

- Day-to-day administration of 401(k) Plan; process enrollments, rollovers, payment requests and QDRO's
- Collaborate with 401(k) Plan Administrator to develop educational plan and materials for employees
- Administer Employee Stock Purchase Plan Offerings (twice a year)
- Work with actuaries to determine eligibility and contribution amounts for Employee Stock Ownership Plan participants
- Responsible for updating Summary Plan Descriptions

HIPAA

- Developed and wrote company policy
- Created Privacy Notice for Employees
- Developed Business Agreements for vendors and brokers

Compliance

- File annual EEO-1 reports for all locations
- Maintain Federal and state compliance posters for 30 locations in the US

Other

- Provide HR and Benefits support to managers, administrators and employees in field locations
- Supervise HR Coordinator

- Implement and administer relocation policy
- Coordinate annual health fair

Benefits Representative

HOUGHTON MIFFLIN COMPANY

10/96 – 5/00

STON MA

Responsible for day-to-day administration of benefits for an independent publishing company with 3000 employees and 450 retirees nationwide. Primary responsibilities included:

Cash Balance Plan

- Calculate benefits and payment options for terminated, vested employees
- Work with actuaries to produce quarterly statements for plan participants
- Prepare retirement benefit estimates upon request
- Counsel employees through the retirement process.

Retiree Medical Plan

- Notify eligible employees of policy and benefits available under 12 different medical plans.
- Assist with transition to Medicare plans
- Interface with insurance carriers to resolve eligibility and claims issues

Short and Long Term Disability Plans

- Communicate policy including integration with FMLA to employees
- Initiate claim submission process with employees

Assistant Office Manager

R.G. VANDERWEIL ENGINEERS, INC.

9/94 - 4/96

BOSTON MA

Provided benefit related resources for 350+ employee firm including:

- Interviewed, hired and provided new employee orientation
- Updated policy handbook for employees
- Interact with vendors to resolve problems

Telecommunications Coordinator

RACKEMANN, SAWYER & BREWSTER

1/90 – 9/94

BOSTON MA

Supervised all aspects of telecommunications including all reception desk activities.

- Hired, trained, scheduled and supervised all receptionists.
- Managed ROLM CBX and PhoneMail systems

EDUCATION

Certified Employee Benefits Specialist Program

Group Benefits Associate Certificate

Bachelor of Arts, Cum Laude

STONEHILL COLLEGE

December 2002

May 1986

NORTH EASTON MA

Major:

Psychology

Activities:

Member PSI CHI, National Psychology Honor Society

PROFESSIONAL

Member - Society for Human Resources Management