

AMY L. BROXTERMAN, MHRM, SPHR®

Highly accomplished and self-directing Human Resource professional with a proven ability to select, develop and retain employees and increase productivity through consistent employee relations. Served as primary point of contact for employee relation and support. Core competencies include:

- Workforce Planning and Recruiting
- Compensation and Benefits
- Performance Management
- Training and Development
- Legal Compliance
- Employee Relations

EDUCATION

<i>Certified Senior Professional in Human Resources (SPHR®)</i>	2011
<i>Masters in Human Resource Management, Keller School of Graduate Studies (McLean, VA)</i>	2008
<i>Bachelors of Science in Human Resources, Virginia Commonwealth University (Richmond, VA)</i>	2002

PROFESSIONAL EXPERIENCE

Senior Benefits Analyst, Allianz Global Assistance (Richmond, VA) July 2011 –December 2013
 Managed the day-to-day administrative and strategic needs of the health and welfare plan including eligibility, invoicing, communications, new hire orientation, open enrollment, and reporting/analytics. Worked with both outside vendors and internal customers to research and resolved employee benefits issues related to medical, dental, life, FSA, FMLA, COBRA, STD, LTD, and retirement plans. Provided benefit program oversight and compliance support for the 401(k) retirement savings plans. Managed wellness program preparation and communications for monthly lunch and learns, annual health screenings, annual wellness fair, and other initiatives. Projects included:

- Managed full cycle RFP selection and implementation process, to include ensuring ongoing compliance with PPACA
- Drafted employee benefit guides and enrollment materials for open enrollment.
- Conducted Open Enrollment meetings, prepared OE website, acted as SME during OE, and provided enrollment statistics to senior HR leaders.
- Worked with legal counsel to draft up to date legal documents for benefits plans.
- Coordinated with Payroll and HRIS when subsidiaries migrated to our service platforms to ensure benefit elections and deductions were accurate.
- Prepared detailed analysis and comparison of health and welfare and qualified retirement plan benefit costs in mergers and acquisitions.
- Partnered with external benefit administration vendors and supplied data needed for control group minimum coverage testing to maintain ERISA compliance.
- Created spreadsheets for Finance containing benefit enrollment and costs so subsidiaries were billed appropriately for benefits.
- Performed legal due diligence benefit reviews on health and welfare and qualified retirement plan documents

Senior HR Generalist, Elephant Insurance Services, LLC (Richmond, VA) 2009 – 2011
 Multifaceted HR position for a small firm in which foundational processes, policies, procedures, recruiting and retention strategies, and full spectrum employee/employer documentation where required. Developed company-wide benefits package—featuring 100% employer-paid premiums for medical, dental, STD, LTD, and Life insurance, 401K with generous employer contributions, plus additional fringe benefits and subsidies—while decreasing benefits costs for the past 2 consecutive years. Authored various HR-related documentation (e.g., Employee Handbook; Employee Loyalty Agreement), established HR processes/policies (e.g., Performance Management Process; Leave of Absence Process), and devised tracking mechanisms (e.g., metrics for People Services Intranet site; Employee Relations case tracking; electronic Employee File system; Leave of Absence tracking). Day-to-day responsibilities include benefits enrollment, benefits invoice reconciliation, leave of absence administration, performance management administration, employee relation counseling, new hire onboarding, recruiting, ensuring compliance with labor/employment laws, and mentoring a Junior HR Generalist.

Financial Center Manager, Wachovia Bank (Washington, DC) 2004-2009
 Managed the day-to-day employee activities and operations of multiple, prominent Wachovia Bank locations. Ensured that deposit, loan, and investment goals were met. Led the HR function of branch personnel, including coaching and development, recruiting and interviews, training and mentoring of new hires, and execution of HR policies. Served as the HR Advisor for the DC Market of Financial Center Managers. Organized open enrollment and semi-annual retirement benefits meetings. Conducted monthly and annual performance appraisals.

Staffing Coordinator, Wachovia Bank (Washington, DC) 2002-2004
 Coordinated and managed teller and financial team staffing for 44 branches in Maryland and Washington, DC. Created and facilitated HR-related training to teller managers. Administered HR function, including FMLA, STD, LTD, workers compensation, leaves of absence, and employer-paid time off. Processed termination requests, requisitions for open positions, and employee transfers in corporate HR system. Analyzed, researched, and performed presentations on cost of taking part-time employees to full-time, garnering interest in full-time positions, and teller retention strategies.

AFFILIATIONS

- Member of the Society of Human Resource Management