

ANNA WALTERS

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HUMAN RESOURCES / WORKERS' COMPENSATION PROFESSIONAL

Efficiency and compliance focused with a blend of generalist and workers' compensation administration experience, working on both sides of the table as an employer and employee advocate. Provided human resources support to organizations with more than 700 employees and claims administration services to Fortune 500 corporations. Generated multimillion-dollar cost savings through creation of first-time self-insured programs, and significantly reduced costs through decisive actions in workers' compensation administration. Deploy strong interpersonal skills while managing internal teams, cultivating relationships with business partners and government organizations, and garnering buy-in for major change management initiatives. Strong technical skills include MS Office, HRMS, and WC / Safety software.

Diverse generalist experience spans the areas of:

**Policy & Program Design | Payroll & Personnel Administration | Recruitment & Selection
Training & Development | Regulatory Compliance | HRMS**

Vast workers' compensation administration experience includes:

**Claims Investigation & Resolution | BWC / TPA Relations | Self-Insured WC Programs
Safety Committee Development | Safety Manual Publication | TPA Selection**

PROFESSIONAL EXPERIENCE

CITY AUCTION HOUSE – Austin, TX

2005 – Present

Assistant to HR Manager / WC Administrator / Safety & Payroll Coordinator

Perform diverse generalist functions for a 700-employee organization, partnering with the Human Resources Manager to manage policy and procedure development, recruitment and selection, personnel and compensation administration, and employee relations. Charged with the administration of all workers' compensation claims involving directing investigation, management, and resolution efforts. Manage the company's safety program, ensure compliance with OSHA regulations, and work diligently to encourage safe work practices through ongoing training and development.

Key Initiatives & Results: (1) Positioned the organization to gain approval to become a Self-Insured Employer, securing projected savings of \$5,000,000 over the next 5 years; (2) Earned a 4% rebate on workers' compensation premiums through active involvement in local safety council; (3) Cultivated support of risk management and safe work practices through the development of a first-time safety program; (4) Developed and administered a Self-Insured Workers' Compensation program and Safety Committee.

Workers' Compensation Administration

- ◆ Played a pivotal role in garnering approval to become a Self-Insured Employer, requiring collaboration with TPA and legal counsel to build a convincing case to present to senior leadership; developed administration process and secured BWC administrator approval.
- ◆ Joined forces with the BWC, MCO, Industrial Commission, TPA, medical providers, and legal counsel to expedite the administration, investigation, and resolution of WC claims.
- ◆ Designed and implemented a Self-Insured Workers' Compensation program including return-to-work and transitional work programs; developed first-time tracking database.

Safety Program Management

- ◆ Developed a safety program from the ground up, overcoming a longstanding indifference toward risk mitigation, including creating a safety manual, initiating new-hire safety training, and instituting a safety incentive program to secure buy-in at all levels.
- ◆ Earned a 4%, or \$35,000, rebate on WC premiums through membership in the Safety Council, attend monthly meetings, and transfer knowledge on best practices to internal management and skilled trades team members.

Personnel Administration

- ◆ Processed weekly cash payroll for more than 200 employees, monitored timecards, maintained personnel files and database, and performed reporting via ABRA and TimeStar.

Training and Compliance

- ◆ Worked with auction house and auto detailing, body, and mechanic shop supervisors, to identify training needs, advise on safety requirements, and ensure OSHA compliance.

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PROFESSIONAL EXPERIENCE

(CONTINUED)

NOLAN & ASSOC. – Austin, TX

1982 – 2005

Claims Examiner / Office Manager

Charged with increasingly responsible leadership roles for this workers' compensation claims service consulting attorneys and employers on the administration of claims. Personally reviewed claims, processed BWC and IC documents, and expedited mutually agreeable outcomes. Cultivated relationships with clients and government employees to facilitate cost-effective and productive claims resolution. Managed and trained office team of up to 6 full-time and 4 independent contractors around the state. Prepared billing and payroll, processed A / P and A / R, and reconciled the general ledger.

Key Initiatives & Results: (1) Partnered with owner to develop a solid organizational infrastructure to support rapid growth and support of 500+ clients; (2) Served as an expert claims examiner and maintained in-depth knowledge of workers' compensation administration and regulations; (3) Oversaw entire administrative team and provided ongoing training to ensure application of best practices.

Process and System Improvement

- ◆ Served as the “eyes and ears” for legal counsel, working with the BWC to identify opportunities to expedite claim resolution, ensure fair and compliant practices, and navigate a complex, paperwork-laden, and often bureaucratic system.
- ◆ Cut a laborious and time-consuming billing process from 80 to only 8 hours, by developing an automated system to generate billing, reports, and correspondence.
- ◆ Improved productivity, reduced response times, and increased organizational effectiveness by paying attention to existing systems and identifying streamlined methods.

Client Relations

- ◆ Orchestrated activities and workflow related to the administration of workers' compensation claims, for more than 500 clients, including Fortune 500 companies such as the ABC Company.

Training and Development

- ◆ Maintained knowledge of state and federal regulations impacting workers' compensation administration, and trained all internal team members to ensure 100% compliance.

PROFESSIONAL DEVELOPMENT

AMERICAN SAFETY TRAINING, INC.

Essentials of Safety I – 2005

14-hour OSHA-approved course

BUREAU OF WORKERS' COMPENSATION

Safety and Hygiene Course – 2005

Covered the fundamentals of an effective safety program and job safety and accident investigation analysis

TECHNICAL PROFICIENCIES

Human Resource Management Systems: ABRA, TimeStar

WC / Safety Management: Prognos, Safety Office Software (SOS)

Administrative Tools: Microsoft Word, Excel, and Outlook; Internet Explorer