



# AT

## ANGELA TOFIL

BENEFITS ADMINISTRATOR  
3029 BROOKSTONE DRIVE  
CANONSBURG, PA 15317

### OBJECTIVE

To secure a position that allows me to use my professional experience to perform and deliver at the highest level. To continue to grow and foster my skills to adapt to an ever-changing environment.

### SKILLS

Multi-tasking, process improvement, time management, adaptability, customer service, staff management and development, Microsoft Suite, Luminx

### EXPERIENCE

#### **CBC COMPANIES-DATAVERIFY • PITTSBURGH, PA (REMOTE) VOE/I PROCESSOR/REPORTER • SEPTEMBER 2020 – CURRENT**

- Utilize customer service skills to verify employment as directed by client (bank) for purposes of mortgage loans, while consistently exceeding monthly goals
- Field incoming calls, answering questions from employers regarding form completion
- Perform outgoing calls to obtain verbal employment verification or obtain contact information to send forms
- Review completed forms for accuracy of completion/missing information to align with client needs
- Assist in staff training and development
- Ensure borrower privacy at all times in accordance with FCRA and GLBA

#### **CDS ADMINISTRATORS • PITTSBURGH, PA BENEFITS ADMINISTRATOR • FEBRUARY 2016 – MARCH 2020 ASSISTANT BENEFITS ADMINISTRATOR • NOVEMBER 2013 –FEBRUARY 2016 SENIOR ACCOUNT MANAGER • AUGUST 2012 – NOVEMBER 2013 ACCOUNT MANAGER • JUNE 2011 – AUGUST 2012 ELIGIBILITY COORDINATOR • OCTOBER 2009 – JUNE 2011**

#### **Client Service**

- New client onboarding and implementation including working with in-house and client/vendor IT teams to set up eligibility file transfers and pension file submissions
- Schedule, host, coordinate, and attend client and retiree meetings
- Generate and present census and financial reporting for scheduled client meetings, and by client request



ANGV87@GMAIL.COM



412-519-0060



**AT**

## **ANGELA TOFIL**

**BENEFITS ADMINISTRATOR  
3029 BROOKSTONE DRIVE  
CANONSBURG, PA 15317**

- Oversee administration of all account functions including billing, accounts receivable, accounts payable, eligibility processing, and customer service to ensure service excellence to both client and plan participants
- Auditor, participant, and vendor communication to assist in completion of yearly IRS plan filings
- Collect carrier renewals and prepare mailing materials for annual plan renewal

### **Staff Development and Management**

- Provide monthly eligibility, deadline, customer service, and financial audit scores to staff
- Meet with staff regularly to discuss performance, career development, and training goals and opportunities
- Administer HIPAA training to new employees and complete yearly retraining for all company staff

### **General**

- Ensure HIPAA regulations are followed at all times including file transmission format and encryption, as well as staff use and disclosure of PHI and ePHI
- Exhibit exceptional leadership, organizational, and communication skills to provide incomparable client service
- Process development and improvement



**ANGV87@GMAIL.COM**



**412-519-0060**



**AT**

**ANGELA TOFIL**

**BENEFITS ADMINISTRATOR  
3029 BROOKSTONE DRIVE  
CANONSBURG, PA 15317**

## **EDUCATION**

---

**BACHELOR'S DEGREE IN GENERAL MANAGEMENT • 2011 •  
UNIVERSITY OF PITTSBURGH- KATZ COLLEGE OF BUSINESS  
ADMINISTRATION**

## **REFERENCES**

---

**AVAILABLE UPON REQUEST**



**ANGV87@GMAIL.COM**



**412-519-0060**