MICHELLE CANTOR

343 Liberty Street, Meriden, CT 06450 | 203-909-8158 | MCLW2017@Yahoo.com | LinkedIn

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PROFESSIONAL SUMMARY

Human Resources professional-in-training with a Bachelor's in HR Management and current Master's studies in Human Resource Management. Experienced in benefits administration, policy interpretation, compliance, case management, and employee support in healthcare and insurance settings. Skilled in recordkeeping, workflow improvement, team supervision, and stakeholder communication. Completing coursework in Strategic Human Resource Management, Total Rewards, HR Information Systems, and Business Research to prepare for an HR career. Seeking to leverage transferable skills and education to contribute to the State of Connecticut's HR operations.

CORE COMPETENCIES *(Two-column format for easy scanning)*

Policy & Compliance	**HR Operations**
Policy Interpretation & Compliance	Employee Onboarding & Recruitment Support
Benefits Administration & Case Management	Recordkeeping & Confidential Info Handling
Stakeholder Communication	Process Improvement & Workflow Coordination
Team Supervision & Staff Support	Problem-Solving & Analysis

PROFESSIONAL EXPERIENCE

Elevance Health (formerly Anthem Blue Cross) – Senior Transplant Benefit Specialist
May 2016 – Present

- Administer complex transplant benefit cases, interpreting policies and medical coverage for members and providers.
- Serve as liaison between providers and members to resolve coverage questions and clarify benefits.
- Identify high-risk cases and escalate appropriately to management to mitigate risk and ensure compliance.

- Maintain detailed records in line with company and regulatory standards.
- Analyze cases to provide education and guidance, enhancing stakeholder understanding and satisfaction.

Elevance Health (formerly Anthem Blue Cross) – Customer Service / Supervisor Line
August 2014 – May 2016

- Supervised a team of 10, providing coaching, workflow guidance, and performance monitoring.
- Assisted team members with benefits, policy interpretation, and compliance, improving accuracy and service quality.
- Supported process improvement initiatives and coordinated team training programs.
- Assisted with administrative HR tasks, including scheduling, onboarding, and staff support.

Milford Primary UrgiCenter – Assistant Office Manager / Certified Nurse Assistant
October 2011 – February 2013

- Supported staffing and onboarding by pre-screening candidates, scheduling interviews, and assisting new hires.
- Maintained confidential employee and patient records in compliance with HIPAA and regulatory standards.
- Coordinated office workflows, streamlining patient intake and recordkeeping to improve operational efficiency.

Saarco Communications, Inc. – Account Specialist
May 2005 – October 2006

- Assisted with HR administrative functions, including candidate pre-screening, interview coordination, and employee support.
- Maintained accurate employee and client records in SAP and internal databases.
- Supported staff with reporting, documentation, and process improvements to increase team efficiency.

EDUCATION

Southern New Hampshire University – Master's in Human Resource Management (In Progress)

- Relevant Coursework: Strategic Human Resource Management, Total Rewards, HR Information Systems, Business Research

Southern New Hampshire University – Bachelor's in Human Resource Management, GPA: 3.24

CERTIFICATIONS

- Certified Nurse Assistant – American Red Cross, September 2007