

ZARYAB SAHI

sahizaryab@gmail.com | 630-597-8707

PROFILE

Able to adapt to situations and think critically to solve problems. Highly motivated to set and achieve goals with great work ethics. Great communicator with good management and organizational skills. Ability to think and work independently or on a team with great relationship building skills. Fluent in English and Urdu; Conversational in Arabic and Punjabi.

EDUCATION

Bachelors of Arts in Political Science
Benedictine University, Lisle, IL

EXPERIENCE

Benefits Analyst

July 2016 – Current

AON Hewitt/Alight Solutions

- Own and develop relationship with the client and other stakeholders to optimize and improve our integration process for the project at hand
- Interpret and understand typical client requirements to create and maintain processes and documentation for the team based on those requirements
- Document change orders and changes to requirements and communicate key insights and modifications to the team and other stakeholders
- Manage and work on workflows and client escalations as well as create and implement processes for unanticipated scenarios that arise from workflows and client escalations
- Organize bulk data and review documentation effectively to create reports that are shared in multiple tasks and projects with clients, third parties, and other shared services
- Execute Test Plans such as client acceptance and integration testing to verify system is performing as expected and communicate key errors with the team and work with the various branches to resolve issues
- Implement schedule and hold regular meetings to keep all stakeholders and interested parties up to date on project progress and any issues that may arise
- Hold meetings with Developers, QA Engineers, and other interested parties on project details and requirements

Client Experience

- Serve as operations contact between clients and five healthcare vendors to maintain relationships, monitor transfer of information and lead issue resolution
- Participate in weekly meetings with the client to review ongoing participant escalations and operations projects
- Client contact for all death related life insurance escalation. Attend meetings with client and life insurance vendor to resolve ongoing beneficiary issues
- Managed the improvement and efficiency of the death process. Conducted weekly meetings with client and customer service to convert death workflows from Lotus Notes to CRM Salesforce to increase process efficiency. Worked with Defined Benefits team and Customer Service to improve training materials.
- Trained client's offshore team on Salesforce
- Conducted meetings to audit life insurance for retiree population. Coordinated clean-up of incorrect accounts with customer service and the operations team, client and life insurance vendor

Industry and Technical Knowledge

- Coordinate with shared services, off-shore team, customer service and insurance carriers to administer health and welfare benefits (Medical, dental, vision, life, FSA, HSA and COBRA) for 100,000 participants of two large market clients
- Use CRM Salesforce to coordinate with Customer Service to resolve daily client and participant escalations. Create reports of closeouts to monitor monthly Service Level Agreements
- Managed flow of activities created during Annual Enrollment between onshore and offshore to maintain efficiency of issue resolution. Helped monitor Customer Service to help them answer live questions about enrollment
- Use Advanced Table Editor and Total Benefits Administration to monitor participant accounts, run events to update benefits and resolve defects on participant accounts
- Create, maintain and update Standard Operating Procedures to increase efficiency in core processes
- Managed compliance of the Employer Reporting portion of the Affordable Care Act including coordinating the creation, auditing and mailing of 40,000 tax forms to active participants and retirees
- Coach and mentor team members including managing off-shore projects such as monthly Claims Reconciliation

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Field Sales Manager

July 2015 – July 2016

Premium Retail

- Routinely checked and maintained consistent store visibility
- Built and maintained strong relationships across the various marketing channels
- Proactively trained and educated different channel associates on client products, services, and brand image
- Assisted in identifying weaknesses and growth opportunities in collaboration with management
- Provided adequate support for under-performing markets to increase product knowledge and sales
- Promoted from Territory Trainer Manager
- Read and interpreted data generated from various reports
- Assisted different levels of management in planning and executing different events
- Trained new hires as well as current associates in small groups or one-on-one sessions
- Built and maintained a core relationship with 30+ client stores and 50+ associates
- Provide new content training to store employees as well as customer base

Paralegal Intern

August 2015 – January 2016

Law Office of Shazan Rizvi

- Aided Mr. Rizvi in court and in office
- Drafted memos and paperwork such as court motions and stipulations
- Assisted in researching Law Cases pertaining to client situations
- Gained second hand knowledge on how court appearances with clients are conducted

Technology Specialist, HP

January 2014 – July 2015

Market Source

- Drove product sales at assigned events through customer interaction
- Engaged customers using selling skills to build complete solutions
- Maintained a comprehensive knowledge of client's consumer electronic products
- Professionally represented Market Source and its clients at all times with little or no supervision

Sales Representative, Samsung

July 2013 – January 2014

Mosaic

- Trained and Educated customers and associates on how to use products
- Demoed different features on devices
- Troubleshoot issues with devices and provide adequate support
- Worked one-on-one with Best Buy Associates on sales floor
- Provided routinely updated content and product training to associates as well as customers.

Skills

Agile Methodologies, Critical Thinking, Oracle Database, User Acceptance Testing, Regression Testing, Business Analysis, Elicitation, Data Entry, System Testing, Databases, SQL, Tableau, Writing, Excel, PowerPoint, Word, Adobe Photoshop, Video Editor, Outlook, Reporting, Project Management, Time Management, Data Analysis, Training, Content Development, Data Management, Requirements Analysis, Project Planning, Event Planning, Team Building, Communication, Self-Management, Retail Sales, Customer Satisfaction, Problem Solving, Research, Public Speaking, Teamwork, Project Management, Relationship Building, Social Networking, Management, Retail, Process Flow Documentation, Leadership, Sales Management, Merchandizing, Content Development, Graphics, Sales, Customer Service, Presentation Skills, Documentation, Benefits, Benefits Management, Process Improvement.