

Lauren Pham

Benefits Analyst

✉ lauren.pham@email.com

☎ (619) 555-0153

📍 San Diego, CA

🌐 linkedin.com/in/laurenpham

SKILLS

Benefits Administration —●

Microsoft Excel —●

Pivot Tables —●

VLOOKUP —●

ERISA —●

COBRA —●

FMLA —●

PowerPoint —●

Attention to Detail —●

Problem-Solving Skills —●

EDUCATION

Bachelor of Arts 05/2021

San Diego State University

San Diego, CA

Economics

SUMMARY

Benefits analyst with 5 years in benefits administration and claims reporting for a biotech company and a public water agency. Builds Microsoft Excel cost models with pivot tables and VLOOKUP, tests carrier files, and checks programs against ERISA, COBRA and FMLA rules. Brings attention to detail and practical problem-solving skills to every renewal.

EXPERIENCE

Benefits Analyst 02/2023 - Present

Pacific Bayline Biosciences San Diego, CA

Biotech company with 3,800 employees in California and North Carolina.

- Model renewal costs for a **\$42M** health plan budget and present 3 contribution options in PowerPoint.
- Analyze monthly claims and utilization reports, flagging specialty drug trends behind 31% of spend.
- Test 8 carrier EDI feeds after each Workday change, catching 60 enrollment errors before go-live.
- Validate 401(k) eligibility and deferral data each quarter to support ERISA compliance testing.

Benefits Specialist 06/2021 - 01/2023

Inland Valley Water District Riverside, CA

Public water agency with 1,400 employees and 4 bargaining units.

- Processed **500** enrollments and life events a year across 4 union and non-union plan groups.
- Reconciled carrier invoices with VLOOKUP checks, recovering \$35K in duplicate premiums.
- Administered COBRA and FMLA notices for 120 cases a year within legal deadlines.
- Built pivot tables that tracked wellness program sign-ups for 1,400 employees by department.

HR Intern 06/2020 - 12/2020

Mission Gorge Medical Supply San Diego, CA

Internship with a 350-employee medical supply distributor.

- Summarized 3 years of benefits survey results in Excel for the HR manager's renewal meeting.
- Updated 350 employee benefit records after the 2021 open enrollment.
- Drafted 6 benefits FAQ sheets reviewed by the broker before release.