Coralie Nakagawa-Brooks

Benefits Specialist

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SUMMARY

Benefits specialist with 5 years in manufacturing and higher education, administering health, retirement and leave programs for up to 4,500 employees in Workday and ADP. Ran 5 open enrollments, cut carrier billing errors by 80% and managed 300 FMLA cases a year. Known for clear answers that employees can actually use.

EXPERIENCE

Benefits Specialist — Lakefront Precision Manufacturing

Milwaukee, WI · Mar 2023 – Present

- Run open enrollment for 4,500 employees across 6 plants, reaching 97% active elections with on-site sessions and Spanish materials.
- Reconcile monthly invoices from 5 carriers against Workday, cutting billing errors by 80% and recovering $96K in overpayments.
- Manage 300 FMLA and short-term disability cases a year, approving 95% within 5 business days.
- Answer 60 employee benefits questions a week through a shared inbox, with a 2-day average response time.

Benefits Coordinator — Marquette Valley University

Milwaukee, WI · Jun 2021 – Feb 2023

- Processed 900 new-hire enrollments and 400 life event changes a year in ADP.
- Sent COBRA notices for 250 departing employees with zero compliance findings in a 2022 audit.
- Updated 12 benefits guides in plain language, cutting enrollment questions by 25%.

SKILLS

Benefits administration: Open enrollment, health and welfare plans, 401(k) and 403(b), life events

Leave: FMLA, short- and long-term disability, state paid leave, ADA accommodations

Compliance: ERISA, COBRA, ACA reporting (1095-C), HIPAA

Tools: Workday Benefits, ADP Workforce Now, Excel, carrier portals

CERTIFICATIONS

Certified Employee Benefit Specialist (CEBS), in progress

EDUCATION

B.A. Human Resource Management, University of Wisconsin–Milwaukee, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.