

Kenneth Kerns

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OBJECTIVE

To utilize a strong background in customer service and team leadership to drive new policies and innovations while improving communication among key stakeholders.

PROFESSIONAL PROFILE

- Results-oriented professional with a commitment to positive change.
- Organized self-starter whose attention to detail has resulted in significant improvements in the handling of case management and customer service.
- Highly motivated achiever who exceeds goals, has crafted incentive programs to motivate employees, and has in a short time become a respected and knowledgeable resource.
- Strong communicator who has expertise in balancing the interests and priorities of competing groups to provide the best outcome for all concerned.

NOTABLE SKILLS AND PROFICIENCIES

- Software—MS Word, Excel, Powerpoint, MS Publisher, Photoshop, Crystal Reports 11
- Internet technologies—Internet Explorer, Firefox, Wordpress, HTML
- Knowledge of federal laws such as ERISA, COBRA, Coal Act, and rules governing QDROs

EDUCATION

- Master of Arts in Political Management, The George Washington University, Washington DC
 - Coursework included Issues Management, Speechwriting, Ethics
- Bachelor of Arts in Political Science, University of Florida, Gainesville, FL

WORK HISTORY AND ACHIEVEMENTS

Benefits Processing Team Coordinator, UMWA Health & Retirement Funds, 2005 to present

- Promoted from Special Payments Analyst.
- Conducts quality review and final authorization of payment for a variety of pension and health care benefits.
- Leads a team of coworkers, monitoring their production performance and working with them on improvements.
- Works with departmental management on procedures, and workplace morale.
- Designed and implemented the first incentive program to motivate employees within the Department, which has now become a standard for all processing teams.

Special Payments Analyst, UMWA Health & Retirement Funds, 2005

- Promoted from Benefits Specialist.
- Reviewed proposed Qualified Domestic Relations Orders, and worked with attorneys and applicants to make the necessary corrections to reflect Plan requirements and provisions of ERISA and related law.
- First Special Payments Analyst to be trained in the quality control and final authorization of payments related to QDROs.
- Managed the eligibility and premium payment of the Plan's COBRA beneficiaries.
- Maintained the full workload of a Benefits Specialist while handling this full-time position.

Benefits Specialist, UMWA Health & Retirement Funds, 2002 to 2005

- Reviewed over 2,000 applications for pension benefits for eligibility under Plan provisions.
- Monitored in-coming correspondence and mailed requests for needed documentation.
- Researched and resolved inquiries from our Call Center, managers, and other stakeholders.

Student Assistant, Student Affairs Office, University of Florida's Levin College of Law, 1999-2000

- Handled front-desk responsibilities and other clerical work
- Used an optical scanner to load archived student records onto electronic database

TRAINING (ROCKHURST UNIVERSITY)

- Time Management and Organization Skills
- How To Be a More Effective Team Leader
- Presentation Skills
- Creative Leadership Camp (two-day course)

AWARDS AND RECOGNITION

- Outstanding Senator of the Term, University of Florida Student Senate
- Presidential Recognition, University of Florida
- Dean's List, University of Florida
- International Baccalaureate Diploma, Eastside High School

CIVIC AND EXTRACURRICULAR ACTIVITIES

- Grievance chairman, UMWA Welfare & Retirement Fund Employees Union, 2004-present
- Non-voting member, Pension Review Committee, Gainesville City Commission (FL)
- Treasurer, University of Florida Board of College Councils
- Minority Leader and Ad-Hoc Committee Chair, University of Florida Student Senate
- Organizing volunteer, annual Florida State Spanish Conference

PUBLICATIONS

- Personal blog, "Ken Is Speaking" (<http://speaking.kenkerns.com>), 1997—present
- Guest columnist, High Springs Herald (FL), 1997-1998

WORKS OF FICTION

- From Maverick to Statesman (2008), ISBN 978-1-4357-3915-4
- The Proxy Senator (2006), ISBN 978-1-4116-7435-6
- Reunion At University Avenue (2005), ISBN 978-1-4116-2080-3