

# STERLING ESPINOSA, M.A.

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## PROFESSIONAL SUMMARY

Benefits & Leave Manager with 5 years of progressive HR experience supporting multi-state and Canadian employee populations. Skilled in benefits administration, ADA/FMLA/state leave management, open enrollment leadership, vendor partnerships, ACA/ERISA compliance, HRIS workflows, and employee communication. Recognized for providing empathetic, solutions-focused support while improving operational efficiency, data accuracy, and benefits education.

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## CORE COMPETENCIES

Benefits Strategy & Administration • ADA/FMLA/Disability Leave Management • ACA/ERISA/COBRA Compliance • Open Enrollment Leadership • Vendor & Broker Management • HRIS Eligibility & Data Integrity • Payroll & Invoice Alignment • Process Improvement & Documentation • Cross-Functional Partnership • Employee Communication & Education

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## PROFESSIONAL EXPERIENCE

### Benefits Manager

Dec 2024 – Present

#### Macmillan Learning — Austin, TX

- Lead strategic planning and administration of U.S. and Canadian benefits programs for ~600 employees.
- Serve as primary benefits and leave expert, providing timely, supportive employee guidance.
- Partner with vendors, Payroll, Finance, and Legal to ensure compliance, accuracy, and service quality.
- Develop communication tools and resources to enhance benefits understanding and engagement.

### Benefits Administrator

Apr 2023 – Dec 2024

#### Macmillan Learning — Austin, TX

- Managed full benefits lifecycle including onboarding, QLEs, terminations, and vendor escalations.
- Led annual open enrollment, including HRIS setup, communication strategy, and employee education.
- Administered ADA, FMLA, disability, parental, and statutory leave programs with confidentiality and compliance.

- Improved benefits operations through workflow, documentation, and communication enhancements.

### **People & Culture Generalist**

Oct 2021 – Feb 2023

#### **McGarrah Jessee — Austin, TX**

- Redesigned onboarding experience for 150+ hybrid and remote employees, improving engagement and transition.
- Supported benefits education, employee relations, performance processes, and HR operations.

### **Leave & Disability Case Manager**

Oct 2020 – Feb 2021

#### **Amazon — Seattle, WA**

- Managed ADA, FMLA, disability, and statutory leave cases across multiple states with compliance and care.
- Provided real-time guidance to employees and managers navigating complex leave scenarios.

### **Service Manager II, Service Manager, Personal Banker, Lead Teller**

2016 – 2020

#### **Wells Fargo — Multiple Locations**

- Led and developed teams while maintaining compliance, service quality, and customer experience excellence.

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## **EDUCATION**

### **Master of Arts (M.A.), Leadership & Management**

Concordia University–St. Paul

### **Bachelor of Science (B.S.), Human Resources & Organizational Leadership — Summa Cum Laude**

Rasmussen University

### **Associate of Science (A.S.), Business Administration & Management — Summa Cum Laude**

Rasmussen University

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## **TECHNICAL SKILLS**

UKG/UltiPro • Paycom • ADP (familiar) • Benefits administration & carrier portals • HRIS eligibility workflows • Excel (VLOOKUP, pivot tables) • Google Workspace • Microsoft Teams • Zoom webinars • Zendesk • ServiceNow • Tableau • Intranet & communication platforms