



Kayla Rada



Helena, MT 59601



406-417-9952



KaylaKRada@gmail.com

Skills

- HTML5
- CSS3 / SASS
- JavaScript
- Python
- C/C++
- SpringBoot
- Linux
- MySQL
- PostgreSQL
- PowerShell
- Command Line
- Node.Js
- UI/UX Design
- PHP
- API's

Education

Helena College, University of Montana
/ A.A.S. in Software Development

January 2023 - April 2025, Helena, MT

Summary

Enthusiastic and dedicated professional pursuing a degree in Computer Science of Software Development, with a perfect academic record. I thrive on understanding people and solving problems, driving my success in customer service and leadership roles. Known as the go-to troubleshooter, I have a knack when it comes to uncovering and solving complex issues. I have a love in web development, particularly in UI/UX.

Experience

Internal Control Officer / Montana Lottery

Today February 2023 - Present, Helena, MT

In my role at the Montana Lottery, I was responsible for confirming drawing numbers and communicating with Intralot to ensure accurate and timely processing of lottery draws. I received training in system operations and managed response protocols for system failures, demonstrating strong attention to detail in ensuring that all processes ran smoothly. My duties included leaving detailed voicemails for the drawing, which ensured clear communication and documentation of results.

Client Account Manager / Marsh McLennan Agency

Today June 2023 - Present, Helena, MT

In my current role as a Client Account Manager, I manage a portfolio of small business clients, serving as their primary contact for insurance needs. I assess each client's unique risks and collaborate with underwriters to tailor cost-effective insurance policies that meet their requirements. Building strong client relationships has been key to my success, achieving a high retention rate through clear policy explanations, regular reviews, and exceptional customer service. I proactively cross-sell services and stay current on industry trends to provide the best support possible.

Dispatcher & Customer Service / Copart, Inc

2021 October 2021 - June 2023, Helena, MT

Loader Operator / Sparrows Enterprises

2019 May 2019 - October 2019, Helena MT

Assistant Manager / Sleeping Giant Parks

2018 April 2018 - October 2021, Helena, MT