**Laura Keller**

Citrus Heights, CA

209-329-7645

lauranabbey@yahoo.com

Top Skills:

* Detail Oriented
* Fast Learner
* Team Player
* Great Communicator
* Problem Solver

EXPERIENCE

**Title: Office and Field Technician**

*Company: Sunrise Window Tint | 4/15/2023 - Present (Part-Time)*

* Prepare detailed invoices for completed projects
* Complete and submit required documents to establish business partnerships
* Perform professional-grade window washing to ensure easy and clean installation of window film
* Apply window film to commercial businesses to enhance privacy and energy efficiency

**Title: Account Coordinator**

*Company: Ready Home Energy | 11/20/2021- 4/15/2023*

* Processed solar interconnection and building applications
* Researched guidelines to obtain operating and building permissions from several utility companies and cities
* Successfully guided projects through each milestone to ensure on-time completion
* Audited and updated single line diagrams and site plans
* Performed detailed audits on reports and collected missing information to correct any errors found.
* Input and maintained accurate data for hundreds of customer accounts in CRM
* Created and shared weekly progress reports with my team and other departments
* Communicated updates regularly with our clients
* Collaborated with other departments and builders to meet deadlines for our clients

**Title: Customer Care Concierge**

*Company: Blue Shield of California | 10/1/2020- 3/15/2021*

* Advocated for members by providing effective solutions for their unique circumstances and concerns
* Thoroughly documented inquiries and actions taken for each call in the CRM
* Resolved clinical and pharmaceutical inquiries
* Terminated and reinstated accounts
* Processed payments and refunds
* Provided clear explanations of health plan benefits to members and processed changes to plans

**Title: Wireless Sales Representative**

*Company: Marketsource (Target Tech) | 12/15/2015- 3/15/2020*

* Continuously stayed updated on developments and changes across various wireless phone companies
* Was responsible for driving sales for mobile phones and electronics
* Delivered personalized customer service tailored to each guest.
* Provided technical support for a variety of devices within the electronics department
* Trained new team members
* Defused tense situations

Education

Cybersecurity Analyst Course Leveld Careers, July 2024

Google Cybersecurity Career Program Coursera, February 2024

Google IT Support Career Program Coursera, October 2023

High School Diploma Mountain Oaks School, June 2012