

Anna “Marlena” Keller

Web Development and Design

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Objective

To be a strong junior web developer within an innovative tech company, and to advance to senior developer.

Education

Associate in Applied Science, Computer Programming/Web Development
Saint Paul College, Saint Paul, MN
GPA: 3.6

Programming Languages

- JavaScript
- HTML/CSS
- Java
- Python

Software Applications

- Adobe Muse
- Tumult Hype
- WordPress
- Google Analytics
- GIMP

Spoken Languages

- Fluent French & German

Professional Development

- Girl Develop It, Minneapolis member since August 2014

Work Experience

BOSTON SCIENTIFIC

Reimbursement Analyst

October 2014-August 2016

- Analyzed large-volume legal contracts to determine eligibility for reimbursement
- Identified need for standardized procedures, streamlined processes
- Developed new training materials for incoming analysts
- Ability to work independently and accurately, problem-solve, and meet multiple deadlines

US BANK

Loss Mitigation Underwriter

March 2013-October 2014

- Reviewed borrower's information to determine eligibility for loss mitigation assistance
- Facilitated borrower's assistance programs and restructured financing of residential loans

Fraud Analyst

September 2011-March 2013

- Reviewed suspicious transactions using several fraud detection tools to identify potentially fraudulent activity
- Evaluated risk to the bank and took appropriate action through independent decision-making

Vault Teller

March 2011-September 2011

- Handled all cash vault transactions, including filling cash orders and accepting and verifying large volume cash deposits
- Prepared currency and coin orders for corporate customers, predicted future needs, and ordered cash from the Federal Reserve

M&I BANK (NOW BMO HARRIS)

Customer Service Representative

January 2011-March 2011

- Friendly and quick customer service, including ability to identify customer needs
- Sales, multi-tasking, and trustworthiness

WELLS FARGO BANK

Business Phone Banker

July 2009-August 2010

- Identified and resolved customer needs
- Facilitated first-call resolution of customer service requests

Teller

August 2010-December 2010

- Friendly and quick customer service
- Attention to detail and accurate cash handling