Anna "Marlena" Keller

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763-234-2926

Education

Associate in Applied Science, Computer Programming
Saint Paul College, Saint Paul, MN
Graduated May 2017
GPA: 3.6

Work Experience

MNSURE - STATE OF MINNESOTA
MNsure Health Insurance Program Representative 1   *July 2017-Present*
- Analyze tech queue escalations to troubleshoot technical issues with the MNsure website
- Serve as initial contact for people who contact the MNsure call center
- Serve as a liaison to other state agency sponsored call centers
- Respond to all aspects of the enrollment process through the MNsure exchange
- Provide website support, troubleshooting assistance, and direction to consumers

SAINT PAUL COLLEGE
Full-Time Student   *August 2016-May 2017*
- Studied programming and web development to complete an associate's degree
- Currently pursuing a bachelor's degree

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 mortgage 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   *August 2010-December 2010*
- Identified and resolved customer needs
- Facilitated first-call resolution of customer service requests

Teller   *July 2009-August 2010*
- Friendly and quick customer service
- Attention to detail and accurate cash handling

Spoken Languages
- Fluent French & German

Professional Development
- Girl Develop It, Minneapolis member since August 2014

Programming Languages
- JavaScript
- Oracle SQL
- HTML/CSS
- Java
- Python

Software Applications
- Adobe Muse
- Tumult Hype
- WordPress
- Google Analytics
- Microsoft Excel, Word, Outlook