

# 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  
Graduating May 2017  
Current GPA: 3.54

### 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