

## A. MARLENA KELLER

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[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

### SUMMARY

Talented Junior Front-End Developer with strong collaboration skills. Proficient in HTML5, CSS3, JavaScript, and React. Excels in responsive design and troubleshooting. Committed to enhancing UX/UI and staying current with industry trends. Adept at problem-solving.

### TECHNICAL SKILLS

JavaScript ES6+, HTML5, CSS3, SQL, GitHub, MongoDB, Express, React, Node, jQuery, Bootstrap, Bulma, Handlebars

### EDUCATION

#### University of Minnesota - Minneapolis, MN

Full Stack Web Development Certificate

March 2023 - June 2023

#### Saint Paul College - Saint Paul, MN

Associate's in Applied Science, Computer Programming

May 2017

### PROFESSIONAL EXPERIENCE

#### Unemployment Insurance Operations Analyst

March 2021 - March 2023

*State of Minnesota - Department of Employment and Economic Development - Saint Paul, MN*

- Experience with administrative, organizational, and analysis skills, including time and priority management, sufficient to work on several projects simultaneously in a fast paced call center environment within deadlines
- Knowledge of state and federal regulations governing Minnesota Assistance Programs, including: processes, procedures, appeals, regulations, and determining eligibility

#### Patient Care Advocate

January 2021 - March 2021

*Cigna - Eden Prairie, MN*

- Respond to inquiries regarding eligibility of health care benefits and claim inquiries
- Provide accurate and complete information in a prompt and professional manner in a call center environment
- Cross-functional collaboration with other internal teams and departments

#### Operations Analyst, Health Insurance Program Representative

July 2017 - August 2020

*State of Minnesota - MNsure- Saint Paul, MN*

- Assist consumers in all aspects of enrollment and billing in the Minnesota Health Insurance Exchange through the MNsure Customer Service Center
- Extensive experience determining eligibility for Minnesota Health Care Programs
- Use research and analytical skills to investigate and analyze federal and state guidelines governing MNsure and MHCP
- Experience using call center Customer Relationship Manager (CRM) software