

Keana Aguila Labra

Contact

408-206-4996

keanaaguilalabra@gmail.com

References available upon request

Skills

Writing

Editing

Office Support

Leadership & Training

Confidential Correspondence

Compliance & Reporting

Client Management

Problem Solving

Time Management

Customer Service & Relations

Policies & Procedures

Project & Event Support

Microsoft Suite

Windows, MAC OSX

Sugar

Salesforce

WPM 70-80

Professional Experience

Features Writer November 2019 - May 2020

CBR.com

Submits and pitches articles on a variety of topics while reporting to an editor on duty.

Customer Care Representative June 2016 - May 2020

PetersenDean Solar4America, Fremont

Answering incoming calls and updating database, scheduling sales appointments, and assisting with customer reservations, diffusing escalations and handling service issues

Gallery Assistant, Salt Stained Exhibit Sept - Oct 2018

Art Object Gallery, San Jose, Japantown

Acted as the gallery docent. Provide a welcoming, hospitable environment and rewarding learning experience to gallery visitors through guided tours. Continually kept visitors informed about changes in gallery exhibits.

Recreation Leader Mar - May 2016

Milpitas Recreation Services, Burnett Elementary School

Directs activities such as daily games, educational projects, and homework time. Assists and provides guidance and counsel to children and parents.

Claims Processor Mar 2015 - Mar 2016

East West Administrators, Fremont

Communicated with carriers (Blue Cross, Health Net, etc.) and providers (Sutter Health, Washington Hospital, etc.) to ensure secondary payer coverage for members.

Front Desk Clerk Jan 2014 - Apr 2015

Bristol Hotel, Campbell

Assisted guests with any of their needs, ranging from brewing fresh coffee, bringing items to their room, and replenishing toiletries. Maintained a calm, clean, and safe environment while being the only clerk present.

Education

Oblone College, Fremont, CA
Associates Degree in English
Associates Degree in Human
Development
Associates Degree in Liberal Arts

*San Jose State University,
San Jose, CA*
Bachelors of Arts in English
Bachelor of Arts in Animation
Illustration

Writing Retreats

Poetry Retreat
June 2020
Winnow Magazine

Flight School - Poetry
June-July 2020
The Flypaper Editors

Literary Experience

Marías at Sampaguitas
Editor-in-Chief
December 2018 - Current

The Honey Mag
Staff Writer
Current

Mid-Heaven Magazine
Regular Contributor
July 2019 - Current

Ayaskala Magazine
Columnist for *Malungkot*
January 2020 - June 2020

Headcanon Magazine
Columnist for *Closed Captioning*
June 2019 - Current

Chopsticks Alley
Art / Secretary: Dec 2017 - Nov 2018
Pinoy / Co-Editor: Dec 2017 - May 2020

Royal Rose Magazine
Poetry & Creative Non-Fiction Contributor
Nov 2018 - January 2020

Teen Belle Magazine
Regular Contributor
July 2019 - January 2020

Dream Noir Magazine
Reader
July 2019 - January 2020

Prismatica Magazine
Reader
August 2019 - Nov 2019

Homology Lit
Poetry Reader
Nov 2018 - August 2019