

# MALLORY CHA

GRAPHIC DESIGNER

## CONTACT

☎ (714) 350-8100

✉ mallorycha@yahoo.com

## PROFESSIONAL SUMMARY

Results-driven professional skilled in customer account management, process optimization, and reporting. With a BFA in Graphic Design, I seek a role where I can apply my operational expertise and creative problem-solving to drive business success.

## EDUCATION

**Bachelor of Fine Arts in Graphic and Interactive Design**

California State University  
Fullerton | Fullerton, CA

2021-2023

## WORK EXPERIENCE

### MetaSource - Dallas, TX (Hybrid)

May 2024 - Present

- **Customer Account Representative (with Operations Coordinator duties)** (2024-Present): Managed customer financial accounts, resolved inquiries, and ensured high levels of customer satisfaction through accuracy and proactive support.
- Led the creation and implementation of office policies, improving operational workflows and reducing report preparation time by 66%
- Streamlined reporting processes, ensuring more timely and accurate data delivery to management and stakeholders.
- **Document Prep Clerk** (2024, California): Assisted with data entry, document preparation for scanning, and ensured confidentiality before transferring to Dallas.

### Concept Zombie LLC - Orange County, CA

Aug 2023-Dec 2023

- **Intern - Project Manager:** Led a team of 5, overseeing creative direction and presentation of marketing materials for multiple high-profile projects.
- Managed and coordinated the development of marketing materials for events such as AAFOC, Artistic License Fair at the Muckenthaler Cultural Center, and CSUF DiscoverFest 2024.
- Collaborated with cross-functional teams to ensure timely delivery and alignment with client expectations, contributing to successful event execution.

### Starbucks - Orange County, CA

Sep 2022-Dec 2023

- **Barista:** Learned valuable customer service, teamwork, and operational skills at Starbucks, ranked #1 by Fortune Magazine in the Food Service Industry.

## SKILLS

- Adobe Creative Suite
- Excel
- Operations & Process Optimization
- Data Analysis & Reporting
- Customer Account Management
- Project Management

## AWARDS

**Graphis New Talent**  
Honorable Mention