



SUNNY CHEN

VISUAL STORYTELLER

Profile

Multi-disciplinary print & web designer with roots in creative writing & photography. A big believer in the power of visual communication and always looking for the beating human heart at the core of every story.

EXPERIENCE

FREELANCE PHOTOGRAPHER & DESIGNER

S. Chen Creative

Oct 2021 - Present

- Skilled candid photographer capturing the small, special moments of everyday interactions and activities
- Taking natural light portraits that express an individual's personality and attitude
- Providing professionally edited images to clients in a timely fashion
- Creating creative and beautiful web layouts and solutions
- Delivering quality print and web graphics to specification

CUSTOMER CARE REPRESENTATIVE

Bellacor

August 2020 - October 2021

- Created and maintained brand loyalty by providing fast and thorough customer service via phone and email to customers across the nation
- Liaised with varied vendors and transportation companies to provide advanced customer solutions
- Negotiated, created, and completed phone sales to ensure maximum customer satisfaction
- Managed multiple in-progress orders and post order requests with great attention to detail
- Helped troubleshoot consumer issues with merchandise, deliveries, and returns, including follow up
- Organized, created, and maintained a variety of email templates in Outlook for both internal and external use

GUEST SERVICE ADVOCATE

Target

March 2012 - August 2020

- Applied strong problem solving skills to guest interactions to ensure a positive service experience
- Organized and coordinated front end tasks during both high and low volume periods

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EDUCATION

**CERTIFICATE
PHOTOGRAPHY & DIGITAL IMAGING**
Minneapolis Community and Technical
College
May 2022

**BACHELOR OF ARTS
COMMUNICATION & MEDIA PRODUCTION**
University of Wisconsin Stevens Point
December 2011

SKILLS

- Web Design
 - HTML/CSS
- Graphic Design
 - Adobe Photoshop
 - Adobe InDesign
- Photography
 - Adobe Lightroom
- Social Media Proficiency
- Strong Verbal and Written Communication
- Excellent Writing Skills
- Fast and Independent Learner
- Conversational Mandarin