

Charlotte Cha

ykc1cha@gmail.com | <https://ykccha.com/>

Work Experience

Mixam Inc

Chicago, IL

Customer Service Print Specialist

May 2023 – Present

- Engage daily with customers, answering a minimum of 15 emails and hourly scheduled chats and direct calls.
- Provide informative and friendly guidance including pre-press solutions and website troubleshooting.
- Oversee custom orders cost, end-to-end timeline, pre-press service, and consistent communications with customers.
- Manage and route customer inquiries to finance, marketing, and product feedback as the first line of contact.
- Provide supportive training and model exemplary teamwork for new customer service hires.

Small Business Owner

Chicago, IL

Owner

2016 – Present

- Research product designs and prices, upkeep with rapidly changing trends, negotiate with overseas manufacturers to procure a wide variety of products
- Sell and manage inventory for conventions with 10,000 to 100,000 attendance.
- Communicate through email and e-commerce in a helpful, effective and informative manner to customers in-person and online.
- Execute e-commerce management and retain 5-star rating (293 reviews) in customer satisfaction throughout six years.
- Increase sales in both e-commerce and in-person conventions by 40% over a three year period.

Guarantee Trust Life Insurance Company

Glenview, IL

Claims Adjuster I+II

Jan 2020 – April 2023

Assess risk and liability in the payment or denial of claims with consideration of clientele satisfaction and state regulation.

- Maintain workflow queue with changing priorities and frequent interruption
- Demonstrate ability to explain and interpret company policies, regulations, statutes and guidelines to providers and clientele.
- Worked as a team member within the overall office structure as the first point of contact.

Freelance

Editor

2019-Present

Cow House Press- Lemonade Summer, Mountain | Nominee Prism Awards 2020

2019-2020, 2022

- Revamped lettering for *Lemonade Summer* to update artwork for present publication and awards submissions.
- Aided small press with promotion via person-to-person interactions in conventions/expos and local events.
- Reviewed script and layout for *Mountain*, provided suggestions to aid story flow and story comprehension.

Leviathan by Ciel Bahena

2024

- Provided end-to-end feedback on concept, story build, and final product.
- Assisted with coloring to expedite completion.
-

Anthologies

Cyber - Dark Spark Press

2023

- Developed, wrote, and drew an 11 page comic to the 2nd anthology of an emerging small press.

“Bloomer” - Power & Magic Volume 2 - Power & Magic Press

2020

- Developed, wrote, outlined, and edited a 12 page comic in collaboration with an artist.

Conventions/Expos

Chicago Alternative Comics Expo (CAKE) - exhibitor, volunteer

2018, 2023, 2024

Milwaukee ZineFest - exhibitor

2023, 2024

Emerald City Comic Con - exhibitor

2019, 2020, 2024

Small Press Expo (SPX)

2022

Education

School of the Art Institute of Chicago

Chicago, IL

Bachelors of Fine Arts

June 2013
