

Mallory Burke

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Creating my life's work by weaving my passion for technology and experience in streamlining operations.
Assembling experiences for the modern world via toolset primed with bleeding edge technologies.

EXPERIENCE

Hybrid Digital Producer, Coalition Technologies, Culver City, CA | September 2016 - Feb 2017

Directing digital marketing campaigns and design/development accounts; creating and reviewing the development of project scopes, the technical liaison between internal teams and the client, clarifying and communicating project objectives, identifying products that meet customer needs and business objectives, generating sales.

Account Manager, Powered Office, Hollywood, CA | April - October 2014

Responsible for managing and servicing a portfolio of twenty-plus accounts; conducting strategic account reviews with clients on a bi-weekly basis; quelling client concerns and articulating these project issues to interior departments; achieving issue resolution through development of solutions mindful of client needs, budget constraints, and project timelines, often providing and implementing business solutions in the development process.

Customer Service Manager, Customer Focus Services, Los Angeles, CA | 2013 - 2014

Implemented infrastructural elements to ensure high quality customer service and top tier customer experiences, standardized employee behavior to minimize liability, costs, and resource waste. Maintained customer accounts; prepared service reports, and generated daily transaction reports.

Executive Assistant, AEI Consultants, Inc., Los Angeles, CA | 2011 - 2012

Prepared daily reports detailing department sales and billing projections and staff utilization figures; prepared proposals for various projects, scheduling and travel arrangements, other auxiliary support for sales staff; created cost spreadsheet templates with inclusion of 250 city fee schedules; reports and materials as required for legal depositions.

EDUCATION

Web Development, self taught, 2014 - Present

University of Southern California, Los Angeles, CA - 2004 - 2007

TOOLSET

Windows, Mac OS X / GoogleApps proficient. Front End Development. Digital Marketing. Graphic Design. Organized. Self-directed and accurate; detailed. Excellent communication skills (written and oral). Well versed in modern project management methods and also tools such as BaseCamp, Asana, Salesforce. Passion, intellect, and dedication to build a startup.

References available upon request.

