

Lucia Chou

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Objective

Using my academic and internship design experience, I am looking to apply and expand my skills in future opportunities within the creative field. I'm eager to continue learning while contributing to meaningful design work.

Skills

PROFESSIONAL

- Figma
- Sony Vegas Pro
- Photography
- Videography
- Adobe Creative Suite
- Market Research
- Microsoft Office
- Email Marketing
- Google Analytics
- Social Media Marketing

PERSONAL

- Attention to Detail
 - Time Management
 - Problem Solving
 - Customer Service
 - Effective communicator
 - Excellent organization skills
 - Highly creative
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Education

UNIVERSITY OF MINNESOTA TWIN CITIES

Bachelor of Fine Arts - Graphic Design & User Experience

Graduated 2024

Certification

Google Career Certificate in Digital Marketing and E-commerce

Completed MAR 2025

Experience

Pet Crossing Animal Hospital & Dental Clinic

Client Services Coordinator | Bloomington, MN

DEC 2025 - PRESENT

- Managed high-volume client calls and front-desk operations in a fast-paced veterinary setting.
- Scheduled appointments, coordinated daily hospital flow, and maintained accurate patient records and medical documentation.
- Processed payments, handled point-of-sale transactions, inquiries, and medication/food sales.
- Created social media posts for clinic platforms to help support engagement.
- Provided customer service while educating clients on hospital procedures, treatment plans, and pet care standards.

WAGGING TAILS PET RESORT

Graphic Design Intern | Eagan, MN

SEPT 2022 - JAN 2025

- Develop engaging visuals for social media, including photos, videos, and graphics.
- Collaborated with pet groomers to create visually engaging seasonal posters.
- Capture and edit photos of dogs for marketing purposes.
- Help create marketing campaigns and assist with event promotion.
- Work with daycare staff to highlight daily activities and services.

WAGGING TAILS PET RESORT

Receptionist | Eagan, MN

SEPT 2021 - MAY 2025

- Managed inventory, reporting, and daily office operations to ensure an organized and efficient environment.
- Handled bookings for daycare, grooming, and boarding via phone, email, in-person, and online platforms.
- Respond to customer inquiries with professionalism and care, helping build strong client relationships.
- Observed and report pet transitions while monitoring their well-being.
- Ensure a clean, welcoming front-of-house space that reflected the brand's values and quality of service.

Experience - *Continued* -

VERIFIED CREDENTIALS

Verified Specialist I | Lakeville, MN

JAN 2020 - MAR 2020

- Conduct background verifications in a call center by contacting schools, businesses, and individuals to confirm employment and academic information.
- Evaluate documents and input data into the system, contact employers, references, and conduct online research to complete reports.
- Managed multi-channel communication for data verification, demonstrating proficiency in diverse digital platforms.

IKINARI STEAK

Server | New York, NY

DEC 2018 - May 2019

- Dedicated to customer satisfaction through accessible, friendly service.
- Strong interpersonal skills, building rapport and resolving issues quickly.
- In-depth knowledge of products, including varies in steak cuts, spirits, and wine pairings, ensuring clear communication.
- Able to maintain professionalism while managing multiple tasks in fast-paced environments.

EXPRESS

Sales Associate | New York, NY

SEPT 2017 - DEC 2018

- Deliver exceptional sales service, enhancing customer satisfaction and supporting brand goals.
- Operate cash registers and manage transactions, ensuring accuracy and efficiency.
- Effectively multitask while providing product information and addressing customer needs.
- Maintain a clean, organized sales floor to enhance the shopping experience.

HOOKED ON 12TH

Busser | Brooklyn, NY

MAR 2017 - JUN 2017

- Provide customer service and hospitality, enhancing the guest experience in a fast-paced environment.
- Support team efficiency by maintaining clean dining areas, resetting tables, and ensuring a seamless dining experience.
- Contribute to customer retention by creating a welcoming atmosphere.

BIG TIME PRODUCE

Cashier & Sale Associate | Staten Island, NY

JUN 2014 - JUL 2017

- Managed transactions, organized records, and ensured smooth store operations.
- Maintained an organized and clean store environment, contributing to customer satisfaction and a positive brand image.
- Processed transactions , organized records, and ensured smooth store operations
- Promoted in-store deals and specials to boost sales and customer engagement.

Interests

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|--------------------|-----------------|----------------------|
| • Brand Identity | • Video Editing | • Print & Media |
| • Illustration | • UI/UX Design | • Digital Marketing |
| • Packaging Design | • Logo Design | • Data and Analytics |

Languages

- ENGLISH | Proficient
- SPANISH | Intermediate