

MACKENZIE FOWLER

CREATIVE STORYTELLER & PROBLEM SOLVER

PROFESSIONAL EXPERIENCE

7+ Years

Logistics Associate & Dock Controller

MAU Workforce Solutions | Greer, SC | On-Site

May 2021 – Present

- Managing communications with regional suppliers and stakeholders with newsletters and ad-hoc proposals
- Redesigning internal processes per agile methodologies to reduce time spent on non-essential tasks by 33%
- Facilitating supply transport, monitoring the demand of critical parts, and enforcing best practice procedures

Freelance Narrative Writer

Private Businesses & Commissions | Remote

September 2017 – May 2021

- Developed various narrative requests, including speeches, poetry, eulogies, website content, and more
- Proofread over 30 educational papers annually from research papers to graduate theses
- Submitted projects to clients for critique and approval, incorporating changes as needed

Covid Relief Team Operator

Alltrista Plastics | Greer, SC | On-Site

February 2021 – March 2021

- Implemented operational process updates to mitigate risk and ensure compliance for covid relief efforts
- Tracked, analyzed, and reported product quality and operational efficiency data to internal stakeholders
- Monitored and adjusted workflows to hit daily targets across a cross-functional team of 120 professionals

Customer Service Associate & Inventory Stocker

Hobby Lobby | Spartanburg, SC | On-Site

November 2020 – February 2021

- Maintained extensive knowledge of product offerings and customer interests to assist with inventory control
- Engaged 50+ customers daily, assessing their needs and resolving complaints promptly and professionally
- Adjusted inventory counts and organized displays based on customer demand and seasonal offerings

Sales Associate

Kohl's | Spartanburg, SC | On-Site

November 2017 – January 2018

- Processed a high-volume of 130+ customer transactions daily, resolving inquiries in a fast-paced environment
- Persuaded loyal clientele to sign up for benefits program with targeted messaging and friendly interactions
- Oversaw the close-out of tills and meticulously matched receipts to ensure reliable and consistent bookkeeping

Restaurant Hostess

Mellow Mushroom | Spartanburg, SC | On-Site

July 2017 – September 2017

- Built brand awareness and set a standard for excellent service by forming relationships with frequent customers
- Ensured a balanced workload for the serving team by carefully prioritizing customer needs based on staffing
- Addressed unique customer needs quickly and calmly, de-escalating conflicts and ensuring customer satisfaction

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COMMUNITY INVOLVEMENT

Club Co-Founder & Vice President

SCAD Anime Club | Savannah, GA

September 2017 – May 2020

- New Club of the Year Award: SCAD 2018
- Founded and managed engaging activities and community outreach for 200+ members of this SCAD funded club

Assistant Coordinator

Spartanburg Soup Kitchen | Spartanburg, SC

February 2015 – Present

- Directed poverty alleviation volunteers in preparing resources, and meals for food scarce guests

Librarian Assistant

Spartanburg County Public Library | Spartanburg, SC

January 2013 – July 2017

- Developed age-appropriate activities to encourage reading for 100+ local elementary and middle school children

CORE COMPETENCIES

- Technical & Creative Writing
- Cross-functional Teamwork
- Data & Content Management
- Supply Chain Management
- Stakeholder Collaboration
- Data Analysis & Visualization
- Agile Methodologies
- Narrative Storytelling
- Investigative Auditing
- Process Engineering
- Creative Problem Solving
- Proofreading

SOFTWARE CAPABILITIES

- Microsoft Office Suite
- Adobe Creative Suite
- Unreal Engine
- Java
- SAP SCM
- Maya

EDUCATION

Bachelor of Fine Arts in Game & Interactive Media Design

Savannah College of Art & Design | Savannah, GA

September 2017-May 2020

- Created dynamic character profiles and compelling stories with revisions from collaborative feedback
- Produced several games with a team of ten game designers, including Lofi-Noire and Roaming Realms