

# KENNEDI MALONE

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[LinkedIn](#) | [Website](#)

## EDUCATION

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### UNIVERSITY OF OKLAHOMA

Master of Arts: Arts Management

*Coursework emphasized: Marketing in the Arts, Financial Management, Fundraising & Development in the Arts*

Norman, OK

Aug 2024 - Dec 2025

### UNIVERSITY OF NORTH TEXAS

Bachelor of Arts: New Media Art, Minor in Art History

*Coursework emphasized: 3D Animation, Digital Imaging, Film & Video, Web Design and Development*

Denton, TX

Aug 2018 - Dec 2022

## WORK EXPERIENCE

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### GOTPHOTO

Customer Care Agent

Mansfield, TX

July 2025 – Present

- Responded to customer inquiries via phone and email with professionalism and warmth, guiding photographers and studio clients through platform features, session workflows, and best practices to ensure they maximized the value of the system.
- Provided accurate, easy-to-understand information about platform tools and features, drawing on hands-on photography experience to help users navigate galleries, ordering systems, and image-delivery processes.
- Troubleshoot technical issues related to uploads, galleries, file formats, and system performance, escalating complex platform or software problems to internal teams with clear, detailed documentation.

### KENNEDI MALONE PHOTOGRAPHY

Freelance Photographer

Dallas, TX

May 2017 – Present

- Managed all aspects of customer acquisition, retention, billing, and accounting for a one-person photography company.
- Developed portfolio website with accessibility and compatibility for different browsers.
- Performed color correction and photo manipulation via Adobe Photoshop and Lightroom.

### FOUNDEVER

Intuit QuickBooks Online Payroll Specialist

Denton, TX

Apr 2023 – Feb 2024

- Answered telephone inquiries from business owners concerning payroll.
- Designed visually appealing presentations and marketing materials that explained payroll services to business owners, leveraging graphic design skills to enhance communication and engagement.
- Collaborated with the marketing team to develop artistic content for social media platforms, showcasing the company's payroll expertise and contributing to brand identity.

### UNIVERSITY OF NORTH TEXAS

Student Photographer

Denton, TX

Jul 2021 – Dec 2022

- Captured and edited high-quality images for a wide array of departmental events and initiatives, enhancing the visual storytelling of the Division of Student Affairs' communications.
- Developed compelling visual content tailored for social media distribution, increasing online engagement across multiple platforms.
- Designed impactful graphics using Adobe Creative Suite, elevating the aesthetic quality of digital and printed materials.

## ADDITIONAL

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**Skills:** Adaptability, Customer Service, Communication Skills, Leadership Skills, Graphic Design, Photo Editing, Visual Design, Video Editing, Digital Photography, Web Design, Interactive Design/Mixed Media, 2D & 3D Animation, Sound Art, Installation, Adobe Creative Suite, Adobe Photoshop, Adobe Lightroom, Google Analytics, Canva, Facebook Insights, HTML, CSS, and JavaScript