

JOSHUA LEE

(972)-821-2734
joshuanmlee@gmail.com

Professional Profile:

As an early reader, I had an active imagination and would write stories in Microsoft Word . I discovered writing for others in elementary school, and my first published article was a review of WrestleMania 24 for my elementary school newspaper in 2009 . From then I continued to write whether it be essay competitions, or transferring my ideas to paper . As of March 2024, I have graduated with my Bachelor's Degree in Communications, with a concentration in Professional Writing .

Attributes:

- Adaptability
- Critical Thinking
- Empathy
- Problem Solving

Interests:

- Designing & Building Keyboards
- Building Computers
- 3D Printing
- Script Writing

Skills:

- Technical Writing
- Copywriting
- Copy editing
- Researching
- 3DS Max
- Keyshot
- Fusion 360
- Microsoft Suite
- Google Suite

Professional Experience:

Archway Computer Inc

Technical Support Specialist

May 2023–October 2023

- Assisted insurance agents with their technical support issues, as well as completed remote computer setups for clients .
- Responded to support requests from end-users and guided individuals through basic troubleshooting tasks .
- Explained technical information in clear non-technical terms to individuals to promote better understanding .
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution .

Freelance

3D Designer & Render Artist

2018-2022

- Worked with programs such as 3ds Max, Keyshot, and Fusion360 to design and render production ready products that were sold to the public .
- Developed design deliverables that elevated, differentiated and functioned on-brand and on-strategy .
- Obtained approval of concepts by submitting rough drafts to management or to clients .
- Applied skill in color theory and composition to bring client ideas to a life in the form of 3d renders .

Chili's/Brinker International

Wait Staff, Curbside Staff, Backroom Staff from 10th to 12th Grade

March 2014 - June 2016

- Responsible for various roles including greeting and seating people, and handling to-go orders during peak hours .
- Explained menu items and preparation methods to provide a high level of customer service and assure a customer's pleasant dining experience .

Education:

- **Southern New Hampshire University**

Bachelor's of Art Communication:

Concentration - Professional Writing (2024)

- **Brookhaven Community College**

Graduated on Dean's List

Associate of Arts in Criminal Justice (2020)

- **Newman Smith High School (2016)**

Wrestling Team

President of Human Rights Club