

# Joshua Hasinski

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## Summary

Meticulous and analytical Systems Designer with three years of experience architecting, documenting, and performing quality assurance on a complex, rule-based conceptual project. Proven ability to conduct root cause analysis, develop detailed taxonomies, and author extensive technical documentation. Seeking to leverage a deep understanding of systems thinking and procedural logic to a QA Analyst, Technical Documentation Specialist, or Data Librarian internship.

## Relevant Experience

### Lead Architect & Documentation Specialist | Project: Chimera Aggregate |

*Self-Directed | June 2022 – Present*

- **System Architecture & Documentation:** Architected a complex conceptual framework ('Chimera Aggregate') and authored over 4 million words of comprehensive technical documentation, including process flows and rule-set definitions.
- **Quality Assurance & Analysis:** Performed continuous QA on conceptual models to identify and resolve thousands of logical flaws and data continuity errors; conducted root cause analysis to trace systemic issues back to foundational rule conflicts.
- **System Design & Modeling:** Established a hierarchical rule-based system to ensure internal consistency. Developed a detailed data taxonomy to govern entity interactions and simulated multi-stage life cycles to validate long-term system stability.

## Key Skills

**Design & Analysis:** Systems Architecture (Conceptual), Quality Assurance, Root Cause Analysis, Rule-Based System Design, Process Flow Design, Conceptual Modeling, Procedural Generation, Requirements Definition, Data Taxonomy & Structuring

**Technical Aptitude:** Algorithmic Thinking, Microsoft Office Suite (Word, Excel, Outlook), Point-of-Sale (POS) Systems, CRM Software Principles

**Professional:** Long-Term Project Management, Meticulous Attention to Detail, Independent Work & Self-Motivation, Structured Problem-Solving, Technical Documentation, Adaptability & Resilience

## Professional Experience

### **Lead Customer Service Representative | Circle K | Munroe Falls, OH**

*January 2024 – March 2025*

- Managed service for a high-volume customer flow, assisting over 450 individuals per day with needs assessment and issue resolution.
- Executed all operational and point-of-sale (POS) procedures with high accuracy, ensuring compliance with company standards and maintaining data integrity for all transactions.
- De-escalated challenging customer situations using structured problem-solving techniques, connecting individuals with appropriate resources to ensure positive outcomes.

### **Grill/Team Member | Wendy's | Stow, OH**

*October 2023 – January 2024*

- Maintained strict adherence to complex operational procedures and quality standards in a time-sensitive kitchen environment.
- Demonstrated exceptional reliability and composure while working effectively under high pressure during a demanding seasonal period.

### **Houseman | Marriott Bonvoy | Akron, OH**

*May 2021 – February 2022*

- Utilized strong organizational and time management skills to fulfill and accurately deliver a diverse range of clientele requests within a dynamic schedule.
- Employed active listening and clear communication to precisely understand and fulfill guest needs, contributing to positive service experiences.

### **Team Member | Sheetz | Cuyahoga Falls, OH**

*February 2021 – August 2022*

- Addressed customer concerns with professionalism and patience, successfully de-escalating potential conflicts to ensure customer retention.
- Maintained high transactional accuracy while quickly mastering new procedures

## **Education**

**High School Diploma** | Stow Munroe Falls High School | Stow, OH *Graduated May 2021*

## **Professional Development & Independent Study**

- **Self-Directed Study in Complex Systems Architecture** | 2022 – Present

A multi-year, independent research project focused on rule-based system design, quality assurance methodologies, and the practical application of procedural logic. This intensive study culminated in the development of the 'Chimera Aggregate' conceptual framework and its supporting knowledge base of over 4 million words.