

Joshua B. Lee

Email: Joshua_b_lee@yahoo.com

Mobile: (513)581-3822

6452 E 62nd Pl

Commerce City, CO 80022

EDUCATION

Master of Science Degree - Intelligence Studies with a Focus in Criminal Intelligence 2018

Bachelor of Arts Degree - Intelligence Studies with a Focus in Terrorism Awareness 2016

PROFESSIONAL EXPERIENCE

Client Services Analysts

–Pacific Premier Trust

October 2017 - October 2020

- Organize and manage the Client Services email inbox, reducing response time from 2 weeks to 1 day and increasing client satisfaction
- Train new hires by reviewing calls and explaining rules and regulations implemented by the IRS to governor IRA and 401k accounts.
- Research and analyze complex issues for client's through phone or email while strictly adhering to trust regulations and security standards for assets held in their account.
- Identify, recommend, and assist in the development of processes that improve client experience.
- Mitigate company risk through following all security and fraud prevention requirements and training.

Assistant Manager

– Charlie's Denver Nightclub

March 2016 - Aug 2017

- Managed approximately 50 employees working as bartenders, barbacks, bussers, and entertainers.
- Planned, coordinated, and oversaw events with attendance ranging from 250-10,000 i.e, Pride, holiday events, and local sports team parties.
- Ensured goals of management were accomplished by promoting a cooperative work environment.
- Coordinated with vendors and non-profits to ensure promotional material and product were received by event deadline.

Manager

– Anytime Fitness

December 2015 - December 2016

- Managed approximately 10 employees working as sales associates and personal trainers.
- Increased gym membership and fostered community outreach by planning, coordinating, and overseeing various projects.
- Maintained gym equipment with a focus on safety and community and state regulations.
- Number one in sales and customer usage out of 32 gyms in our franchise.

Deceptive Electronic Countermeasures Tech

– US Marine Corps

September 2006-July 2011

- Ensured the quality of repaired countermeasure units by inspecting fellow Marine's work and testing equipment, before returning to aircraft for service in the field.
- Oversaw night shift team of 5 Marines.
- Trained officers and enlisted personnel on proper procedures for handling rifles and pistols, and improving their shooting technique, while keeping safety a top priority.
- Obtained rank of E4 and was honorably discharged.

SKILLS

- Completed "Emotional Intelligence at Work" and "Dare to Lead" classes at Employers Council.
- Proficient in Salesforce, Innotrust, Microsoft Word, and Excel.