



JOSS LEE

RESIDENT SERVICE ENGINEER



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Dallas, TX



<https://www.josslee.com>

EDUCATION

FULL STACK SOFTWARE ENGINEER CERTIFICATE

CODECADEMY

2017/2025

HIGH SCHOOL DIPLOMA

CROWLEY HIGH SCHOOL

2016-2020

SKILLS

SOFTWARE AND DEVELOPMENT

- Full Stack Development: JavaScript, React, Node.js, Express, SQL
- Tools: Git/GitHub, VScode, Webstorm, REST APIs
- Test-driven development, debugging, front-end and back-end integration

ABOUT ME

Hands-on Resident Service Engineer with extensive experience installing, maintaining, and troubleshooting complex mechanical, electrical, and software-driven systems. Certified Full Stack Software Engineer with practical project experience in front-end and back-end development. Seeking to leverage combined mechanical systems expertise and programming skills to contribute to innovative software engineering solutions.

WORK EXPERIENCE

RESIDENT SERVICE ENGINEER

PACKSIZE LLC

May 2024 - Present

- Installed, maintained, and repaired complex automated packaging systems, including mechanical, electrical, and software components.
- Performed root cause analysis on system failures and implemented solutions to maximize uptime.
- Trained and supported customer personnel in machine operation, preventive maintenance, and safety procedures
- Collaborated with software and R&D teams to diagnose and correct programming or control system issues.
- Managed parts inventory, maintenance logs, and KPI documentation for multiple client sites.

SKILLS

MECHANICAL AND ELECTRICAL

- Installation, preventive maintenance, troubleshooting of automated machinery
- Mechanical, electrical, and software diagnostics
- KPI analysis and operational optimization

OTHER SKILLS

- Team training and leadership, analytical problem-solving, customer-focused solutions, time management, adaptability

OTHER NOTES

- References available upon request
- For projects and portfolio, ensure to visit my personal website at the top of the page!

DISTRICT SUPERVISOR

MARK OF EXCELLENCE DOMINOS

Nov 2021 - Apr 2024

- Managed operations across 5 stores and trained 50+ team members.
- Analyzed KPIs and implemented operational improvements; oversaw technical repair work at locations.
- Recognized for top operational performance in delivery and process efficiency.

GARAGE DOOR TECHNICIAN

INDEPENDENT OVERHEAD DOORS

June 2020 - Sept 2021

- Installed and repaired mechanical and electrical garage door systems, including motors and programmed components.
- Diagnosed mechanical and electrical issues, performed preventive maintenance, and provided solutions for clients.