

Justin Lee

Experience Architect

(248) 946-1273 | leejust6@msu.edu | leejust6.wixsite.com/portfolio

EDUCATION

Michigan State University – East Lansing, MI

May 2022

College of Arts & Letters

Bachelor of Arts, Experience Architecture

EXPERIENCE

Store Manager

Ding Tea – East Lansing, MI

Dec 2018 - July 2019

- Took on various roles and responsibilities to guarantee smooth day-to-day operation, such as being the primary keyholder, hiring/training staff, keeping an accurate record of sales, and solving arising problems
- Maintained positive working relationships and treated all team members with respect while providing clear and consistent direction to crewmembers as needed during the workday to ensure operational excellence was consistently executed
- Worked closely with store owners to maximize profits and sales, while excellent customer service was ensured

Cashier/Waiter

Charlie Kang's – East Lansing, MI

Sept 2017 - June 2018

- Cooperated with other servers to maintain efficiency collectively
- Utilized cash register to handle over an average of 60 transactions per shift
- Was responsible for keeping an accurate record of both cash and credit sales

Hourly Shift Supervisor

Boston Market – Novi, MI

May 2016 - Dec 2017

- Ensured quality was maintained in all processes and procedures were followed by team members with other management staff and in the case of absence by the general manager
- Oversaw team members in order to maintain integrity and the focuses of the company's mission and values
- Guaranteed satisfaction in customers through swift and effective communication and service

EXTRACURRICULAR

Event Coordinator Chair

Sept 2019 - Oct 2019

Pi Alpha Phi – Michigan State University

- Hosted the annual Halloween Event and generated over \$6,000 with more than 400 attendees
- Developed leadership and communication skills by planning events throughout the semester with other organizations on and off campus

Philanthropy Chair

Jan 2017 - May 2017

Pi Alpha Phi – Michigan State University

- Organized 2nd annual 5k with our national philanthropy: The Jade Ribbon Campaign
- Collected donations to fund research and raise awareness for Hepatitis B and Liver Cancer

SKILLS

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|--------------------|----------------|---------------|------------------|
| • Microsoft Office | (proficient) | • Wireframing | (intermediate) |
| • Adobe Creative | (proficient) | • Prototyping | (intermediate) |
| • Korean | (proficient) | • Github | (intermediate) |
| | | • HTML/CSS | (intermediate) |