

JEONGMIN LEE

480-939-9863

jeongmin.c.lee@gmail.com

<https://www.linkedin.com/in/4/>

Currently completing an innovative and demanding 4+1 undergraduate and master's degree program. Four years of professional experience in customer service in the retail sector. Fully bilingual (Korean and English), having moved to the states at the age of 12. Passionate about industrial design, branding, extremely creative, committed to finding innovative and elegant design solutions.

-
- | | | |
|--|---|---|
| <ul style="list-style-type: none">• Creative• Enthusiastic• Dependable | <ul style="list-style-type: none">• Customer focused• Communication skills• Strong interpersonal skills | <ul style="list-style-type: none">• Problem-solver• Innovative• Resourceful |
|--|---|---|
-

EDUCATION

Thunderbird School of Global Management, Phoenix, AZ
Master of Global Management

May 2023

Arizona State University, Tempe, AZ,
Bachelor of Arts, Major: Industrial Design

May 2022

PROJECTS

- Personal website profiling past and current design projects
<https://jeongminclee.wixsite.com/website>

PROFESSIONAL EXPERIENCE

Waitress	<i>Innovative Dining Group - Sushi Roku</i>	Oct 2021- present
-----------------	---	-------------------

- Provided excellent customer service, averaging 50 customers per day
- Coordinated and collaborated effectively with fellow team members, coordinating tasks, pro-actively assisting as needed

Waitress	<i>Junn All You Can Eat Sushi, Tempe, AZ</i>	July 2019-Sep 2021
-----------------	--	--------------------

- Provided excellent customer service, averaging 50-100 customers per day, in a fast-paced environment
- Coordinated and collaborated effectively with fellow team members, coordinating tasks, pro-actively assisting as needed
- Assisted in managing day-to-day operations of restaurant: assisting new employees, control flow of the restaurant delegating tasks

Barista	<i>Rapha Tea, Chandler, AZ</i>	May 2019-July 2019
----------------	--------------------------------	--------------------

- Prepared food and customized bubble tea drinks with 20+ different recipes, averaged 300+ customer per day
- Provided excellent customer service to clients, contributing to high restaurant ratings
- Reviewed and analyzed customer reviews, troubleshooting ways to improve customer ratings
- Maintained compliance with health and cleanliness regarding food storage, cleaning of surfaces, floors and equipment

TECHNICAL SKILLS AND CERTIFICATIONS

- Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Fusion 360, Solid Works, Key Shot, 3D modeling, sketching

LEADERSHIP AND ACTIVITIES

- Member: Arizona State University Industrial Design Student Association
- App development, design with Korean Student Association at ASU (2021- current)

ADDITIONAL INFORMATION

- Bilingual (Korean and English)
- Spanish (Intermediate level)