

# Dustin Lee

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## PROFESSIONAL SUMMARY

Process improvement professional with 7+ years turning broken processes into systems that work. Automated a 4+ hour daily workflow to under 20 minutes with built-in validation controls, diagnosed a multi-year federal reporting failure as a requirements misinterpretation and corrected it at the source so it stopped recurring, and cut a distressed client's open issue backlog by more than 60% ahead of schedule by tracing reported product defects to configuration faults.

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## WORK EXPERIENCE

**ATI Restoration** — Sterling, VA

### Project Coordinator

01/2026 - Present

- Designed and deployed an invoice processing system (email intake, validation, PDF stamping, AP distribution) that cut a 4+ hour daily workflow to under 20 minutes, with duplicate detection, exception handling, and self-monitoring so it runs reliably and flags exceptions for review. The AP team recognized my processing speed and accuracy on the system as the fastest and most accurate in the company across all 76 offices.
- Built a semi-automated AR tracking system on near-real-time Salesforce data that follows every open invoice through collections to payment, with a secure status portal for project directors and auto-generated collection drafts, scoped through stakeholder conversations.
- Automated subcontractor compliance tracking with a validation system that ingests daily vendor reports, flags expiring insurance certificates, and triggers templated outreach, reducing third-party compliance risk.

### Mitigation Project Manager

01/2025 - 01/2026

- Managed up to 21 concurrent mitigation projects across 263 jobs, achieving a 96.6% mitigation-to-repair conversion rate while owning every client issue from first contact to resolution.
- Coordinated across insurance carriers, subcontractors, and homeowners, driving real-time issue resolution and structured remediation plans to keep every project phase aligned and on schedule.
- Averaged a 4.8 of 5.0 performance score across all managed criteria, ranking highest in the company and placing the office among the top 5 USAA subcontractors nationally.

**Medisign** — Smithsburg, MD

### Lead Technical Support Specialist

09/2023 - 12/2024

- Oversaw support operations at 100% SLA compliance while supporting CTO-led hospital implementations through hardware builds, testing, documentation, and rollout readiness.
- Overhauled support documentation (procedures, training materials, technical manuals, process flow diagrams), cutting build times 25% and improving first-call resolution 15%.

**WellSky** — Remote

### Senior Support Engineer

04/2021 - 07/2023

*Support's highest escalation point for advanced application issues, bridging product, engineering, implementation, and services to resolve complex client-impacting configuration and workflow problems.*

- Built a support engineering team from scratch to absorb unplanned development escalations, cutting resolution times 60% on the work the team moved.
- Ran daily open office hours where support, implementation, and services teams worked real tickets alongside me and learned the system hands-on, breaking down the silos that left reps stranded on unfamiliar accounts and new features, cutting overall support resolution time 40% and new-hire ramp time 30%.
- Traced a multi-year federal reporting failure, treated as an unfixable product defect, to a misread specification at the source, then authored the corrected requirements so the issue stopped recurring.

### Solution Analyst

08/2020 - 04/2021

*Product owner on an agile Scrum team and subject-matter expert on adult protective services and aging/disability programs, translating client workflow needs into SaaS product improvements.*

- Owned the product backlog and solution design for five developers and two QA, authoring every development ticket with requirements precise enough that complex changes shipped correctly without regressions.

- Translated frontline user needs into development requirements through user stories and workflow analysis, cutting manual data entry 20% across client workflows.
- With product-side insight, built a step-by-step submission process for the support team after diagnosing why half their tickets were rejected on first review, raising first-time acceptance 30%.

#### Senior Technical Support Tier II

08/2019 - 08/2020

*Drove fast resolution of complex technical issues for the division's largest enterprise accounts.*

- Took over the full backlog of the division's most distressed state-agency client, committed to cutting it 50% in six months, then delivered more than 60% in four by triaging configuration issues from genuine product defects, resolving the former directly and driving the latter to product. Earned commendation letters from the support director, the division president, and a senior client leader.
- Built a step-by-step process for the support team to deploy SQL reporting directly, cutting resolution times 80% and freeing the reporting team for their other work.
- Introduced a go-live configuration validation and testing process that cut launch-time ticket volume 30%.

#### Inova Health Systems — Sterling, VA

##### Service Desk Associate

08/2017 - 08/2019

- Independently ran overnight call center operations across 5 hospitals and 100+ satellite sites, serving all end-users on Inova's network.
- Led a project moving night-shift Epic support from an external vendor in-house, generating an estimated \$1.2M in savings over a three-year contract.

#### First Data (now Fiserv) — Hagerstown, MD

##### Associate Contact Center Technical Specialist

10/2015 - 08/2017

- Supported point-of-sale (POS) merchant payment systems and Star Network debit and ATM infrastructure, resolving payment-transaction and billing discrepancies in a high-volume contact center (up to 150 calls/day).
- Fielded end-user and vendor escalations, coordinating handoffs to account management for complex financial resolution cases.
- Contributed to the internal knowledge base to standardize resolution of recurring POS, payment, and billing issues.

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#### SKILLS

**Competencies:** Process Improvement · Root Cause Analysis · Complaint & Issue Resolution · Issue Remediation · Process Design & Controls · Workflow Automation · Business Process Analysis · Requirements Gathering · AI-Assisted Workflow Automation · Stakeholder Management · Project Management · Data Analysis · Agile/Scrum

**Tools:** SQL · Google Apps Script · Excel Automation · Jira · Confluence · Salesforce · Google Workspace · Data Validation · Technical Documentation