

Michaëlle Lee

SCRIPT WRITER AND EDITOR

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I have always had a deep love for storytelling in multiple mediums so writing within film, TV, and video games is my goal.

Professional Experience

Dispatcher, Customer Service, and Quality Assurance | Avalon Transportation | April 2021 – June 2023

- Managed 200–300 client reservations daily, ensuring accuracy between system entries and client-provided details while verifying special accommodations and affiliate compliance.
- Coordinated production and music tour reservations, dispatching approved chauffeurs and maintaining real-time ride status updates.
- Managed the Los Angeles and international boards, responding to emails, answering phone calls, and ensuring seamless reservation handling.

Dispatcher & Customer Service | Fleetwood Limo | Sep 2017 – April 2021

- Managed global dispatch operations, including answering a four-line phone system, monitoring emails, and overseeing the global dispatch board.
- Handled time-sensitive tasks such as organ donor transports and ASAP orders for high-profile clients, often requiring pickups within an hour.
- Oversaw vehicle maintenance scheduling and served as dispatch, customer service, VIP desk, and reservations. Built and maintained strong relationships with clients and affiliates while ensuring seamless service across all roles

Dispatcher & Customer Service | KLS Limo | Nov 2015 – Sep 2017

- Progressed from Graveyard Dispatcher to AM Lead Dispatcher, overseeing a global board and managing a team.
- Monitored global flights and changes, ensuring timely pickups by keeping drivers, affiliates, and clients updated.
- Served as Dispatch Trainer, instructing new employees on systems, company procedures, and information access, while also training chauffeurs on special accounts to ensure accurate service.
- Provided light tech support for office equipment, including computers and printers.

Dispatcher & Customer Service | 24 Hour Locksmith | Jun 2014 – Nov 2015

Senior Customer Care Agent and Team Leader | Xerox Corp | Aug 2012 – Jun 2014

Administrative Assistant | Dingo Diner | Mar 2010 – Aug 2012

Writing & Production Experience

Wattpad Story Editor | Self Employed | 2009 - 2012

Fiverr Script Ghostwriter and Editor | 2024 – Present

Co-Creator and Co-Host of “Full Hizouse” Podcast | 2024 – Present

Script Supervisor on “Falling Hearts” with Morning Sun Productions | 2019

Education

The Los Angeles Film School, AS Game Production and Design | 2016

Major: Game Production and Design

The Coding Dojo, Certificate in Web Development and Design | 2021

Major: Web Development and Design

The Los Angeles Film School, BS Writing in Film and TV | 2024

Major: Writing in Film and TV

Skills & abilities

- **Writing** – Proofreading, Storytelling, Writing Dialogue, Brainstorming
- **Tech Savy** – Java coding, Python coding, Microsoft software, Adobe software,
- **Personal Skills** - Quick learner, Work well under stress and/or pressure, Self-motivated, Ability to manage time and meet given timelines, Problem solving, Communication, Leadership