

# CHRISTOPHER A LUCAS

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## EXPERIENCE

### GameStop

07.12.2015 – 10.03.2020

Store Leader Mentor

Victor, NY

- Responsible for regional training and development of newly hired and promoted talent with a track record of team members developed to promotions within the company
- Coach the team in job practices and procedures, and provide guidance on problem solving methods, ensuring job performance matches company values
- Analyze and improve team effectiveness and efficiency, improving performance metrics throughout region
- Prepare and present business and team development results to supervisor in order to secure additional resources and/or promote alternative effective strategies

### GameStop

07.13.2014 – 07.11.2015

Store Leader 2

Various

- Managed teams of up to 30 associates at multiple store locations simultaneously
- Communicated assignments and milestones to ensure initiatives were integrated into team objectives
- Identified opportunities at locations remotely and coordinated with on site staff to ensure accomplishment of assigned tasks within appointed guidelines
- Reviewed job performance to identify training needs of employees and create development plans for continual improvement

### GameStop

10.28.2007 – 7.12.2014

Store Leader

Victor, NY

- Sourced, trained, and developed store team
- Distributed and balanced workload among employees to leverage individual performance strengths
- Approved team leave requests and resolved informal complaints among staff to maintain a positive work environment
- Analysed financial results to determine budgeting opportunities and cost reductions

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## EDUCATION

### Monroe Community College

AS Business Administration

Rochester, NY

### Weber State University

BS Computer Science

In Progress – Present

Ogden, UT

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## SKILLS

- Communication: Active listener with high emotional intelligence that establishes strong inter-personal relationships, Clear and effective written and verbal communicator
- Leadership: Leverages inter-personal relationships to teach and mentor, Effective use of team aptitudes to overcome obstacles and facilitate problem-solving, Flexibility to adapt to changing project parameters