

LUCAS PAGAC

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Proven talent for aligning organizational objectives with established sales paradigms to achieve maximum operational impacts with minimum resource expenditures. Results-focused leader with expertise spanning administrative support, staff training and development, financial reporting, social media management, digital marketing, search engine optimization, cross-functional team leadership, complex problem-solving, customer relationship management, and project management. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills.

PROFESSIONAL EXPERIENCE

ROTHY'S, SAN FRANCISCO, CA

ASSISTANT STORE MANAGER, April 2019 – October 2020

- Oversaw staff recruitment, training, supervision, and evaluation.
- Directed all merchandising activities for the sales floor.
- Updated and maintained statistical and financial records.
- Resolved escalated customer queries and complaints; liaised with leadership from the head office.
- Sustained sales growth to \$60k per month despite increased responsibilities.

SALES ASSOCIATE, April 2018 – April 2019

- Interfaced with customers to welcome them to the store, determine their needs, provide appropriate recommendations, and establish first-name relationships.
- Recognized as the highest-performing sales associate from June 2018 to present; achieved sales of \$50,000 a month by prioritizing the customer experience.
- Provided leadership and support to the sales team; served as the point of contact for product knowledge and new associate onboarding.
- Supervised the execution of store maintenance and renovation projects.
- Addressed and resolved customer issues to ensure satisfaction and retention.
- Uploaded products and updated store inventory on Shopify.

THE HOME DEPOT, COLMA, CA, April 2016 – April 2018

SALES ASSOCIATE

- Produced electronic tool rental contracts with a high level of attention to detail.
- Educated customers on tool safety and proper tool usage.
- Achieved consistent top 3 rankings by exceeding departmental sales goals.
- Maintained up-to-date knowledge of a variety of tools and products to better inform customers.
- Conducted upkeep and servicing on an inventory of 100+ tools.

ABLE ENGINEERING, LOS ANGELES, CA, 2013 – 2014

ADMINISTRATIVE ASSISTANT INTERN

- Garnered experience by shadowing the VP of Engineering on LEED/OSHA building inspections.
- Collected, organized, and reconciled notes from onsite inspections.
- Digitized, filed, and updated client maintenance reports and billing documentation.
- Answered and directed incoming phone calls.
- Provided general/informational support to visitors and clients.

LOYOLA MARYMOUNT UNIVERSITY, LOS ANGELES, CA, Fall 2013

LIONS for LEARNING TUTOR

- Served as a role model and mentor; helped elementary school children develop reading/math skills.
- Delivered individualized support to assist students in completing their homework assignments.
- Fostered an effective learning environment through encouraging, positive teaching strategies.
- Assisted approximately 12 students over the semester with diverse learning needs.

EDUCATION AND CREDENTIALS

FULL STACK SOFTWARE ENGINEERING PROGRAM NOVEMBER 2020 – MARCH 2021

Rithm School – San Francisco, CA

AREA OF STUDY: ENTREPRENEURSHIP 2013 – 2015 [GPA: 3.4]

Loyola Marymount University – Los Angeles, CA