

ZACH LUGO

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Kuna, ID 83634

SKILLS

- Active listening
- Customer Service
- Marketing
- Leadership
- Customer Relationship Management
- Time Management
- Recruitment and talent acquisition
- Team management

WORK HISTORY

Operations Manager | Montoya Group - Caldwell, ID *02/2025 - Current*

- Recruit, interview, and mentor new talent, guiding them through the licensing process and preparing them for success in the industry.
- Sell life insurance to families and business owners, providing tailored solutions with a deep passion for helping clients secure their financial futures.
- Oversee and support a team of agents, ensuring performance growth, compliance, and ongoing development.
- Analyze and report key performance metrics, delivering detailed weekly reports to the founder to drive strategic decision-making.

Floor Manager | Dennis Dillon Mazda Kia - Boise, ID *07/2023 - 12/2024*

- Led and motivated the sales team on the showroom floor, helping drive daily performance and achieve monthly sales targets
- Supported onboarding and training for new consultants, ensuring smooth integration and consistent sales process execution
- Maintained a CSI rating above 90%, delivering excellent customer service and follow-up throughout the buying experience
- Awarded Top Performer three consecutive months for exceeding front-end and back-end gross profit goals
- Collaborated with the finance department to ensure efficient deal handoffs and reduce customer wait times

Sales Consultant | Peterson Dodge Chrysler Jeep Ram *08/2019 - 07/2023*

- Demonstrated leadership by mentoring new sales team members, contributing to their successful integration and improving overall team performance.
- Received accolades for outstanding customer satisfaction maintaining a rating about 95% through diligent follow-up and post sale support.
- Established a strong online presence by leveraging social media platforms, contributing to a 40% rise in online leads and inquiries

Detention Deputy | Payette County Sheriff's Office - Payette, ID *08/2017 - 08/2020*

- Maintained a thorough understanding of legal procedures, contributing to accurate and timely processing of inmates through the judicial system.
- Recognized for outstanding teamwork and collaboration with law enforcement officers and dispatchers.

- Successfully managed critical incidents, demonstrating strong decision making skills and ensuring the safety of both staff and inmates.
- Logged and recorded inmate medications, ensuring that the inmates were receiving proper treatment.
- documented reports through report writing documenting inmate behavior, disciplinary and incident reports for future court proceedings.

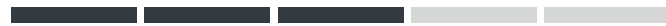
EDUCATION

Weiser High School
High School Diploma

05/2016

LANGUAGES

Spanish



Professional Working