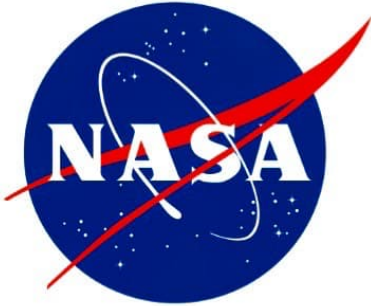




# JOSE R. LAGARES PACHECO

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## EXPERIENCE

### Gaither International

*From September 2020 to Present*

- We have the expertise. Over 15 years of experience conducting Qualitative Research, including numerous focus groups, large panels, mystery shopper, in-depth interviews, and much more. We have a roster of highly qualified and experienced moderators. Our moderating team has ample knowledge and experience working with a diverse clientele. Specialized logistics team. Our client service team works hand-in-hand with the client to ensure that the highest satisfaction levels are met every time. Our team is comprised of project managers, technology specialists, in-house recruiters, catering & hosting personnel.
- In-house Recruitment Department. A strict and rigorous screening process ensures that our recruitment falls under project specifications and blocks 'professional participants' from our database system.
- Ability to host and manage Special Projects and Large Panels for a variety of fields. We have un-matched experience organizing and conducting out-of-the-box projects, for clients such as the Chamber of Food & Marketing of Puerto Rico, the Puerto Rico Tourism Company and Banco Popular, among others.

## BRAND AMBASSADOR

### Frontier Airlines

*From December 2018 to September 2020*

- Ramp agents are responsible for loading and unloading aircraft baggage, guiding planes to and from their gates, operating baggage carts, de-icing planes and performing other airplane servicing duties. Ramp agents have fast-paced careers and should be comfortable working in any weather, including rain, snow and heat.
- Responsibilities for Ramp Agent:
  - Safely lift, load, unload and transport baggage, mail and cargo from aircraft to airport
  - Maintain on-time connections by guiding aircraft to and from gate positions
  - Protect baggage and other equipment from damage, loss and weather conditions
  - Drive and operate ground equipment, such as tugs, cargo carts, service trucks and belt loaders
  - Assist with record keeping and documentation to ensure correct routing of baggage
  - Adhere to safety guidelines and maintain safe working conditions for yourself and others
  - Communicate with managers and lead agents to manage daily schedules
  - Report equipment problems and breakdowns to facilitate fast repairs

## **Puerto Rico Tourism Company**

*From February 2018 to October 2019*

- Interviewer to measure the economy and tourism of Puerto Rico.
- Our main job was to interview both the residents of Puerto Rico and the people who entered Puerto Rico to measure the expenses they had. Among the expenses were: accommodation, food expenses, travel expenses, and general expenses of the trip.

## **Hotel Gallery Inn**

*From January 2017 to November 2018*

- Responsible for hotel reservations and ground transportation arrangements.
- Resolves customer requests, questions and complaints frequently requiring analysis of situations to determine best use of resources.
- Solicits sales of new or additional services.
- Operates office equipment inclusive of air to ground radio, computers, and terminals, as necessary.
- Processes orders and prepares cash reports.
- Sets up new accounts, maintains records, prepares reports, and performs work processing assignments and related clerical duties.
- Knowledgeable of customer service inclusive of hotel reservations, ground transportation, information on local attractions and activities, and other information that provides valuable service to our customers. It could therefore include the following tasks:
  - o Dealing with clients
  - o Answering emails
  - o Writing to customers
  - o Speaking on the phone
  - o Processing orders
  - o Managing Administration

## **S K I L L**

- Bilingual (Spanish / English)
- Ability to work under pressure and team player
- Good at problem solving

## **E D U C A T I O N**

### **Universidad del Este**

Bachelors on Business Administration in Management – Some College

**Colegio Presbiteriano de Puerto Rico 2012 - 2015**

# NASA

- During my tenure at NASA, I played a pivotal role in organizing and setting up events for both NASA and SpaceX employees.

My responsibilities included coordinating logistics, managing equipment, and ensuring that all aspects of event preparation ran smoothly.

- This position required meticulous attention to detail, excellent time management skills, and the ability to work under pressure to meet tight deadlines.

- Through this role, I honed my problem-solving skills, enhanced my ability to adapt to dynamic situations, and gained invaluable experience in event management within a highly technical and fast-paced environment.

## Brand Ambassador

- As a brand ambassador, my diverse experience includes working with globally recognized brands such as Adidas and Monster Jam, where I showcased my adaptability and enthusiasm across various roles.

- I represented Adidas at several high-profile sporting events, engaging with customers to promote new product lines and enhance brand visibility.

- My role with Monster Jam allowed me to connect with fans and amplify the excitement of their events. Additionally, I have staffed multiple tech conferences and other significant events, where I provided crucial support and ensured seamless operations.

- My portfolio also extends to modeling events, where I brought a professional and engaging presence, effectively promoting products and brands. These experiences have honed my communication skills and deepened my understanding of brand representation in diverse settings.