

Lukas Mullen

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Education

University of Wisconsin-Whitewater

Whitewater, WI

Marketing - BBA Major

August 2020-Present

Experience

MAKO__LAB

Founder

October 2023-Present

- Lead product development with dozens of rounds of samples. Included keeping organized records of 100+ scent, wick, wax, and size combinations.
- Orchestrated all aspects of social media resulting in 12+ weekly posts across TikTok, Instagram, and Pinterest.
- Conducted thorough research on social media algorithms and strategies to build a following and create engagement for a brand on social media.

Trader Joe's

Madison, WI

Crew Member / Dairy Section Lead

August 2022-Present

- Manage dairy section with over 150 SKUs including writing daily orders, maintaining cleanliness, and using leadership skills to work with other dairy section workers
- Communicate with crew of 100+ coworkers throughout each shift to ensure each of the 16 sections are held to the highest standard
- Provide outstanding customer service which helps the company maintain its status as America's highest customer satisfaction grocery store

University of Wisconsin Housing

Madison, WI

Facilities Technician

June 2022-August 2022

- Organized a team of 12 to install over 300 window air-conditioning units in a timely, yet correct manner in order to have the dorm rooms ready for the summer residents
- Resolved over 10 daily work orders as soon as possible by always being available to my supervisor, and using my communication skills with my coworkers to plan out and attack solutions

Festival Foods

Madison, WI

Guest Services Representative

September 2021-June 2022

- Lead a team of 10+ cashiers, baggers, service desk associates, and more by organizing breaks, assisting guests with miscellaneous needs, and solving other associates' problems at a store that averages over \$60,000 in sales per day
- Achieve one of the highest guest satisfaction rates of the 39 Festival locations by prioritizing customer needs and efficiently solving any unexpected issues
- Overcome regular employee call-ins by collaborating with store management to maintain the high standard for customer experience

