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EXPERTISE

Underwriting/Financial Analysis

Debt Structuring

Finance

Budgeting

Team Leadership

Management

Third-Party Relations

Contract Negotiations

Lender Relationships

Risk Assessment

Resource Management

Cost/Benefit Analysis

LICENSES

R/E Salesperson

R/E Broker

NMLS | MLO

Professional SUMMARY

Dynamic C-suite executive and thought leader with 26 years of experience leading teams and organizations to the summit. Seasoned problem solver with an artful mastery in strategy and negotiation. Exemplary leader with equal parts IQ/EQ versed in organizational efficiency and culture preservation. Quantitative mastery with qualitative communication and interpersonal skills. Profit oriented professional with keen focus and operational acuity.

EXPERIENCE

Chief Executive Officer – Broker of Record

5 Star Financial Group, Inc, rebranded to, 5 Star Associates, Inc. CA | 2003 – Present

- Finance- \$50MM gross annual sales volume. Number One in Orange Country
- Management/Leadership- Led and trained a team of 23 new recruits.
- Finance- Charged with P&L, forecasting, financial reporting, cash management, and budgeting for a \$1MM operating budget.
- Finance- Single point of contact as an Officer of the company for all credit institutions which includes regular reporting and compliance of debt-service agreements and covenants.
- Underwriting- Financial analysis for institutional clients relative to existing capitalization rates, net operating income, potential CapEx and future proforma.
- Specialization- I specialize in all commercial asset-classes and performance expectations of each class from NNN, Multifamily, Hotel/Motel, Mobile Home Parks, Self-Storage and provide demographic research for each location on a national level.
- IT- Oversee all internal staff relative to the network operations center; along with the management of all 3rd party contractors within the IT department which includes 5 IT personnel and a virtual CIO.
- Contract/Legal- Commercial PSA contracts could be up to 80+ pages and it is my fiduciary responsibility to mark and edit re-lines back and forth through the negotiation and due-diligence process.

Broker Of Record – Director of Sales

PB Lending & Arch Pacific Realty.

CA | 2020 – Present

- Management- Safeguarding Compliance of all transactions conducted of 20 sales reps (Realtors), by ensuring complete oversight of all files to meet all State and Federal regulations have been met, as the Broker assumes all liability of each agent, contract, and the company itself.
- Compliance- Working with third-party regulators to perform audits on historical files to improve efficiency and meet the regulations of all files thereafter.
- Management/Leadership- Manage and train all agents to increase transaction volume and performance standards efficiently and effectively in order to compete with outside well-branded legacy brokerages.
- Sales- \$42MM Gross revenue
- Oversight- Oversee and read through all contracts to ensure compliance and maintain fiduciary accuracy of our representation.
- Contract- To fulfill our company and agents representations to ensure our and our fiduciaries side of all contracts are fulfilled and upheld to the highest standard, while meeting or exceeding all deadlines within the contract.

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Shawn E. Pagano

TECHNICAL SKILLS

Microsoft Word
Excel
PowerPoint
Social Media
SEO
Calyx Point
Genesis
Land-Vision
SAP-Super User
Tract & Parcel Maps
Google Earth

CERTIFICATES

Ethics
Agency
Trust Fund Handling
Risk Management
Management & Supervision
Property Management
Fair Housing
Consumer Protection
Consumer Services
Real Estate Appraisal
Real Estate Finance
Real Estate Principles
Real Estate Practice
Real Estate Economics
Escrows
Legal Aspects of Real Estate

EXPERIENCE continued

Broker Of Record – Director of Sales
PB Lending & Arch Pacific Realty.

CA | 2020 – Present

- Team Lead- Serve as primary Staff point of contact for regional critical path needs (e.g., invoice approvals, bond submissions, and document execution).
- Team Lead- Partner with regional Staff Leads in project approval, pipeline development, and coordination of any required real estate components, including supporting complex, deadline-driven assignments.
- Team Lead- Coordinate stakeholders and external partners to meet project deliverables.
- Communication- Develop and distribute key communications to fiduciaries and key stakeholders throughout the project lifecycle ensuring deadlines met.

Co-Founder | Tech Start-Up – E-Commerce Developer - Handyman
House Agency

CA | 2012 - 2015

- Management- Managed dozens of Sub-Contractors and General Contractors throughout the County of Orange to fulfill our clients' requests for repair and/or service needed.
- Reliability-I personally appeared at 100% of all calls made. I either performed the work myself or met my Subs/GC at the property to ensure the highest level of customer service. This was critical to our explosive growth as our response-time and customer service was superior to all of our mega-branded competitors. Bringing repeat customers.

Land Services Management - Analyst
Southern California Edison

CA | 2009 – 2012

- Management/Analyst- My team managed the entire land Right of Way system for both, Orange and Los Angeles Counties. This included all fee simple, easements, and right of way permits.
- Management- Ensure compliance of our tenants permit holders and other government agencies are not encroaching on our, or other adjacent properties.
- Administration- Scan, upload and profile recorded documents and records.
- Communication- Making phone calls and in-person meetings for follow up to ensure coordination with various internal business partners and departments.
- SAP Super User- Single Point of contact & Subject Matter Expert for all input, export and data research within my team.
- Team Lead/Management- Experience in a supporting role within real estate, title, escrow, and project management operations and fielding inquiries from internal clients.
- Technical Software Specialist- Experience using real estate and land based maps and plans, such as Tract and Parcel Maps, Accessor Parcel Maps, development plans, Google Earth, GEO view and Land Vision.
- Time Management- Experience completing complex tasks/assignments with various deadlines and prioritizing workflow to meet changing conditions and timelines with a high-level of accuracy.
- Research & Analytics- Experience gathering, researching, analyzing information/data and articulating conclusions.
- Team and Autonomy- Strong interpersonal skills and ability to work effectively in a team environment and independently.
- Effective Communication- Provided strong written and verbal communication skills through various internal and external stakeholders.