**LAURENCE**

**Email:** [**lawrence.350276@2freemail.com**](mailto:lawrence.350276@2freemail.com)



* **Designation Guest Relation**
* **Visa Status Employment Visa**
* **Nationality: Cameroonian**
* **Marital Status: Single**
* **Date of birth: February 17, 1988**

**Profile**

**Experienced and dependable Guest Relation with more than 5 years experiences dedicated to ensuring customers Services, visitors and minimizing potential losses of people. Committed to exchanging knowledge physically and mentally fit, and available to work various shifts.**

**Career objective**

**To actively play a positive role in a progressive organization, where my talents, skills, and potential will improve the quality of operation and service delivery.**

**Working Experience**

**July 20 September 2014**

* **Sales Manager at SKILL CONCEP**

* **Oversee regional and local sales managers and their staffs**
* **Resolve customer complaints regarding sales and service**
* **Prepare budgets and approve budget expenditures**
* **Monitor customer preferences to determine the focus of sales efforts**
* **Analyze sales statistics**
* **Project sales and determine the profitability of products and services**
* **Determine discount rates or special pricing plans**
* **Plan and coordinate training programs for sales staff**
* **December 2014 - July 2015**
* **Receptionist Élite Sport Contracts Company Abu-Dhabi UAE.**

**Main Responsibilities Included;  Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. Directs visitors by maintaining employee and department directories; giving instructions. Maintains security by following procedures; monitoring logbook; issuing visitor badges.**

* **September 2016 – 2017 Till Date**

**Lifeguard in Cove Rotana Resort Ras al Khaima UAE.**

**Job Description**: **Maintains constant surveillance of patrons in the facility; acts immediately and appropriately to secure safety of patrons in the event of emergency. Provides emergency care and treatment as required until the arrival of emergency medical services.**

**Education & Trainings**

* **2004 - 2006: Higher technician certificate in Accounting and Business Management at University Institute of Technology Douala**
* **2003 - 2004: General Baccalaureate Series Literary Sciences at the college Saint-Michel**
* **2002- 2003: General Probative Series Literary Science at the college Saint-Michel**

**Skills and Strengths**

* **Effective Communication skills**
* **Excellent ability to detect problems and report information to appropriate personnel.**
* **Remarkable ability to understand and follow safety procedures**
* **Profound ability to resolve customers complaints and concern**
* **In-depth ability to gather data, compiles information, and prepares reports.**
* **Excellent communication, motivational, interpersonal, and presentation skills.**
* **Effective Communication skills**
* **Excellent leadership with a firm but fair attitude and a reputation for honesty, integrity, and loyalty**
* **Ability to comprehend new approaches to solving problems, a fast learner and a team player**
* **Attention to Details**
* **Ability to Work to Specifications within given time frames.**
* **Ability to work under Pressure and Tight Schedules**
* **Ability to work in a multicultural environment as both a team member and a leader in proactive decision making.**

**LANGUAGES: Read and speak, French, English language fluently. Arabic (Learning)**

**Computer skills**: **Microsoft word-Excel-Power point-internet searching and surfing.**

**FLEXIBILITY: Apply rules and procedure flexibility, depending on the individual situation, to accomplish tasks effectively.**

**Relationship building for Influence:** **Build positive and mutual relationships with valuable benefits, Ensure various cluster of clientele within target group.**

**TEAM WORK: Spend time helping others think through issues. Speak positively of others, take the time to learn about and understand other organizations and cultures.**

**HOBBIES: Reading, Cinema, Sport, read and Travel**

**REFEREES**: Available on request.