

# Kenneth Lau

A highly driven and adaptive salesman surpassing expectations

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## OVERVIEW

Working in the hospitality industry for years resulted in the acquisition of invaluable skills such as professionalism, cooperation, leadership, dedication, and organization which resultantly opened the door to a number of management and sales positions. Over the years, I have become proficient in building relationships, negotiating, and maintaining level-headedness during stressful and extenuating circumstances.

## RELEVANT EXPERIENCE

### **Chubbs' CLT - Entrepreneurial Endeavour**

#### **Charlotte, NC - 2020-Present**

With the help of my friend and cofounder, I started a clothing reselling business, Chubbs' CLT, as a response to the COVID-19 pandemic. Each partner has a specific role in the business, but my contributions are as follows:

- Creation of marketing projects, specifically social media outreach, that helped increase sales
- Balanced supply and demand and cost vs profit to maximize earning potential from 50% to 150%
- Established excellent customer relations to drive home sales and acquire repeat customers
- Built relationships with like-minded professionals in the field

## SKILLS

- **Confident**
- **Resourceful**
- **Self-Starter**
- **Reliable**
- **Detail-Oriented**
- **Driven**
- **Optimistic**
- **Punctual**
- **Goal-Oriented**
- **Motivated**
- **Persistent**

## AWARDS

**10+ Lowe's Service Stars given for exceptional customer service and exceeding quarterly sales expectations**

## LANGUAGES

English and Spanish fluency

## **Lowe's Home Improvement - Customer Relations**

### **Fort Mill, SC - 2018- Present**

I quickly worked my way through the ranks of Lowe's Home Improvement from sales associate to assistant department manager. I worked under closer supervision of the management team in preparation for a promotion, Although, I ultimately passed on the decision to pursue Chubbs' CLT, I value my time at Lowe's for the skills that I learned such as:

- Leadership and resilience by training newcomers
- Professionalism and attention to clients' needs and requests as indicated by the acquisition of several Lowe's Service Stars
- Optimization and attention to detail accentuated by a successful store reset project which was completed in half of the projected time saving the branch \$35,000

### **RESOURCES**

Armando Sargent,  
Former Manager  
(803)207-0160

Terry Stencil  
Former Manager  
(803)412-4426

Gregg Barr  
Former Manager  
(803)324-3170

### **Hospitality Industry, 2012-2018**

My roots are in the restaurant and hospitality industry from which I learned the foundations of being a hard-working and determined employee. Working in the industry for years, I learned to be confident, organized, and customer service oriented. I developed a drive for productivity and sales which can be highlighted by the following feats:

- Improved profits by implementing new day to day methods saving 5% on daily costs
- Utilized marketing team to their max potential bringing in an extra \$25,000 on profit

## EDUCATION

**Central Piedmont Community College, Charlotte, NC**  
— *Associate in Applied Science in Business Administration*

2014-2018

**The University of North Carolina at Chapel Hill**

2023-Present

- Learning fundamental concepts of web development
- Growing skills using NoSQL databases and conversions of data
- Obtaining skills to improve day to day operations in a further expanding technological world