



## **Lawrence Dawson**

**Bangalore-560005**

**Karnataka, India.**

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### **EDUCATIONAL DETAILS**

- 1995- Xaviers Institute of Management & Entrepreneurship, Bangalore  
Certified Management Assistant for SIDBI (Small Scale Industrial Development Bank of India)
- 1990- Graduation in Hotel Management  
National Council Institute for Hotel Management Catering Technology & Applied Nutrition Bangalore
- 1988- Pre University course in Commerce Bangalore University St. Joseph's College of Commerce First Class
- 1985- Indian Certificate of Secondary Education Indian School certificate  
Exam Clarence High School First Class

### **Professional Certifications**

- Neuro Linguistic Programming Practitioner Certification. [www.wisdomtree.in](http://www.wisdomtree.in)
- Professional programme in ISB (Indian School of Business), on 'Process and Management'  
BOCEPS Designed by HSBC, London. <http://www.isb.edu/>
- Certified Management Assistance for SIDBI (Small Scale Industrial Bank of India).  
Xavier's Institute of Management & Entrepreneurship –<http://www.xime.org/>
- ISO Certified Internal Auditor ISO - 9001, 14001, 18001, 22000, 26000  
<http://www.gqsindia.com/>
- Including from W.H.O an online program on Covid-19 :- Infection Prevention and Control (IPC) Core Components and Multimodal Strategies .
- <https://www.linkedin.com/in/lawrencedawson/>

## **WORK EXPERIENCE**

**5/2015 – 10/2019 The Green Lion, Projects & Program Development, Bangalore**  
[www.thegreenlion.net](http://www.thegreenlion.net)

The Green Lion is a Responsible Tourism pioneer in 42 countries, Volunteering options via a prepared Travel Tour Provider. As part of the development team it was my objective of boarding agents in Europe, Scandinavian & Australia. Business Development. Maintaining of a healthy pipeline for sales & key account management proficiency.

Responsible Tourism & International Volunteer Projects .Main activities focused on Education, Environmental Conservation (Natural, Manmade & Cultural), Sports, Cultural Immersion, Internships and Adventure Travel. Initiated Projects & Programs in Sri Lanka Nepal Madagascar, Seychelles, Ethiopia and India located, in Goa & Udaipur.

**Jan 2011- Feb 2014 – Global Quality Services ,Internal Auditor ISO, ,Bangalore.**  
<http://www.gqsindia.com/>

ISO 26,000 : 2010 Corporate Social Responsibility .  
ISO 14001:2004 Environment al Management Systems  
ISO 18001:2007, Occupational Health and Safety (EHS/OHSAS)  
ISO 22000: 2005 Food Safety Systems  
9001:2008 Quality Management Systems

**6/2009 –1/2011- Operations & Business Development Manager .Jean-Claude Biguine Spa & Salon .Bangalore**  
<http://biguineindia.co.in/>

Salon & Spa of French Origin with 450 outlets in 18 countries with an annual turnover of \$ 50 million.

P / L Responsibility & Accountability.  
Excellence in Operations & Continuous Improvement, CSAT & ESAT.  
Target Achievement- Daily, Weekly, Monthly, Quarterly & Yearly.  
MIS for Marketing, Report Generation & Required Data Analysis.  
Optimum Cost & Expenditure in Customer Service & Adherence to Budgets.  
P R with Lintas/ Linopinions. Sales Promos, Events, Photo Shoots & Branding in Tandem with HQ.  
Business alliances, Corporate Sales & Gift Coupons Program.  
Customer Retention, Customised Customer Relationship & Service Systems.  
Staff Targets, Conversion & Footfall Increase, Average Bill Increase, Cross Selling & Upselling.  
Maximum Resource Utilization & Productivity, Effective Stock & Inventory Management.  
HRD, SOP, Training, Incentive, Salary & Payroll Coordination.  
Hygiene, Sanitation, Interiors, Ambience & Annual Maintenance Contracts.  
Vendor Management & Preventive Asset Management.

**12/2002-5/2007 -Manager Operations, HSBC,HDPI, Global Resourcing -HSBC Data India), Bangalore.**

<http://www.about.hsbc.co.in/#global> <http://www.hsbc.com/> <http://www.about.hsbc.co.in/hsbc-in-india>

Teams ranging from 120 to 250 staff & 12 Assistant Managers. Service Level Agreement adherence, Soft Skill Training & Development in tandem with Learning & Development. Succession Planning, Continuous Improvement in Client & Employee Satisfaction Index. Low Attrition, Quality Circles Head Facilitator, Quality Control Targets as per SLA . Business Continuity Planning . International culture experience with USA, China & Sri Lanka in transitions. Ensure maximum Capacity Utilization. Transition & Learning Curves. Process & Service Delivery Excellence.

**11/2001-12/2002- Lobby Manager ,ITC Welcomgroup Windsor Manor, Bangalore**

<http://www.itchotels.in/Hotels/itcwindsor.aspx>

A team of 63 staff .Front Office, Cashier & Billing, Concierge, Travel Desk, Business Centre & Product Manager of Sheraton Towers, Daily MIS Reports All Departments, Welcome Assistance Testing Prototype/ Pilot Project, Logistics, Duty Manager, CRM.

**May 1996-March 1999 Jet Airways, Flight Attendant, New Delhi.**

In Flight Services & Safety  
Emergency Scenarios Response  
DGCA Certification

<https://www.jetairways.com/en/in/jetexperience/in-flight.aspx>

**6/1991-7/1992 Sales Executive- Dalmia Resorts**

**RCI Time Sharing**

Timesharing & holiday package sales.

**Musical Affiliations.**

Love music with a mind that covers various genres. Especially passionate of classic rock, blues, retro & jazz .

**Reference :**

Name.	:	Suresh P Iyengar
Company.	:	HSBC,HDPI.
Designation	:	VP.
Relationship with referrer.	:	Senior Management.
Phone	:	9880317169