



Mr. Lau has 16 years of industry experience and is a self-motivated, personable, and business-minded professional. His proven track record attests his ability to adeptly manage difficult situations to resolution and quickly master new technologies. Mr. Lau has a proven sales history to be a leader in maintaining sales goals and budgets. Mr. Lau also has the ability to independently manage Hawaii districts with minimal supervision. He is a loyal Ecolab employee and is seeking further advancement within the community to share his knowledge and skills with his insight, sales and service experience.

**Professional Experience**

<p><b>March 2003 to present</b></p>	<p>Ecolab Pest Elimination, District Manager (P C O 843)</p> <ul style="list-style-type: none"> <li>• Highlight of accomplishments:                             <ul style="list-style-type: none"> <li>○ Doubled the district in size and growth to over 4 million dollars from 2003 to present</li> <li>○ Recruited, coached and cultivated leadership in associates, resulting in 8 promotions--2 associate district managers and 7 senior service specialists</li> <li>○ 2012 member of the Ecolab Field Advisory Board.</li> <li>○ Management and field experience including Termite Treatments and Fumigation and bird control.</li> <li>○ Improved staff efficiency and productivity</li> <li>○ Enhanced the company's service offerings</li> <li>○ Helped facilitate regional training programs and the training academy</li> </ul> </li> </ul>
<p><b>July 1999 to February 2003</b></p>	<p>Terminix International, Service Manager</p> <ul style="list-style-type: none"> <li>• Highlight of accomplishments:                             <ul style="list-style-type: none"> <li>○ Chosen manager to lead the recovery of a failing service department, residential division</li> <li>○ Responsible for successfully managing the commercial division</li> <li>○ Obtained proper state certification and developed training programs for fellow associates to obtain and maintain their license</li> </ul> </li> </ul>

**Skills**

<p><b>Management</b></p>	<ul style="list-style-type: none"> <li>• Leadership and team building</li> <li>• Harmonious Problem solving</li> <li>• Public speaking--thinking quickly and correctly during presentations</li> <li>• Recruitment philosophies</li> <li>• Business planning</li> <li>• Training and onboarding</li> <li>• Very coachable</li> </ul>
<p><b>Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Consistent customer retention for the past nine years</li> <li>• Maintains multilevel contacts within diverse client base</li> <li>• Consistent DSO collection results since 2003</li> </ul>
<p><b>Operations</b></p>	<ul style="list-style-type: none"> <li>• Manages all aspects of day-to-day operations</li> <li>• Maintains detailed plans for the district as well as talent development and advancement</li> </ul>

### Other Accomplishments

Hawaii Pest Control Association	<ul style="list-style-type: none"><li>• Elected 3<sup>rd</sup> Vice President, Hawaii Pest Control Association - 2008 to present</li><li>• Elected Chairman, for both the Industry Standards and Improvement and Conference Committee - 2008 to present</li><li>• Elected Treasurer - 2005 to 2007</li><li>• Elected Education Committee Chairman - 2003 to 2008</li></ul>
Certifications	<ul style="list-style-type: none"><li>• Currently holds an RME PCO license - General Pest Control and Termite (Branches 2 and 3) in the State of Hawaii</li></ul>
Ecolab Awards & recognition	<ul style="list-style-type: none"><li>• Selected to the Field Advisory Board 2012</li><li>• National District Manager of the Year, 1<sup>st</sup> runner up - 2008</li><li>• District Manager of the Year - 2008, 2005</li><li>• District of the Year - 2007</li><li>• Quota Breaker – 2012, 2011, 2008, 2007, 2006, 2005, 2004</li><li>• Top Contributor Award – 2003</li></ul>

### Education and References

Education	University of Phoenix B.S. Degree in Business Management - May 2009
References	Furnished upon request