

David KL Lau

Mr. Lau has 20 years of management 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. Mr Lau quickly masters new technologies, and can apply creativity and resourcefulness to problem solving. Mr Lau has the ability to independently manage any team with minimal supervision. Mr. Lau is currently serving on the structural pest control board for the State of Hawaii, appointed by the honorable Governor Ige.

Professional Experience

May 2019 - Present

Rentokil North America, Inc. District Manager PCO 843

Highlight of accomplishments

- Chosen manager to open Rentokil North America's first district in Hawaii.
- Responsible for establishing administrative, operational and personnel needs to starting a business.
- Responsible for facilitating key customer objectives and transitions adhering to strict company protocols and service offerings.
- Manager in charge for hiring, coaching, and training a growth oriented service team.

August 2018 - April 2019

Kilauea Pest Control, Commercial Pest Control Manager PCO 843

Highlight of accomplishments

- Manager in charge of overseeing the commercial pest control business.
- Identified and corrected weaknesses within business protocols.
- Assisted with recruiting, training and managing staff efficiencies.
- Tasked with the managing the sales growth of commercial accounts and budgeting.
- Essential in establishing proper licensing for the company's employees.

February 2018 to August 2018

Terminix International, Sales Consultant PCO 843

Highlight of accomplishments

- Personal creative sales leads by working with a select business to business approach.
- Responsible for residential home inspections, service consulting and options with a completion rate over 90%.
- Responsible for satisfactory customer relationships and interactions, building trust, and obtaining sales.

March 2003 to February 2018

Ecolab Pest Elimination, District Manager PCO 843

Highlight of accomplishments

- Doubled the district in size and growth to over 4 million dollars from 2003 to 2018.
- Recruited, coached, and cultivated leadership in associates, resulting in multiple promotions and successful programs.
- Management and field experience with working all shifts including graveyard shifts.
- Helped facilitate regional training programs and the training academy.
- Improved staff efficiency and productivity using interactive techniques.
- Chosen manager to lead in a company driven field advisory board.

July 1999 to March 2003

Terminix International, Service Manager PCO 843

Highlight of accomplishments

- Chosen manager to lead the recovery of a failing residential service department.
- Responsible for successfully managing the commercial division.
- Obtained the proper State licensing and certification.
- Developed training programs for fellow associates to obtain proper licensing.

Skills

Management

- Leadership and team building
- Harmonious problem solving
- Public speaking: Thinking quickly and correctly during presentations
- Recruitment philosophies
- Detail oriented
- Delegation of responsibilities
- Very coachable

Customer service

- Consistent customer retention for the past 17 years
- Maintains multilevel contacts within a diverse client base
- Comfortable with managing day or night

Other accomplishments

Hawaii Pest Control Association

- 2014 - 2015 Elected 2nd Vice President
- 2008 - 2014 Elected Chairman, Industry and Improvements Committee
- 2008 - 2015 Elected Chairman, Conference Committee
- 2005 - 2007 Elected Treasure
- 2003 - 2008 Elected Chairman, Education Committee

Certifications

- Certified applicator and Pest Control Operator for the State of Hawaii

Ecolab Awards

- 2012 Selected to the Field Advisory Board
- 2008 National District Manager of the Year Award 1st runner up
- District Manager of the Year 2005, 2008
- District of the Year 2005, 2011, 2016
- 2003 Top contributor Award

Education

College Degree

University of Phoenix, Honolulu Campus B.S. Degree in Business Management

References

Furnished upon request