

# SAUL LAUREL

38-12 111<sup>TH</sup> Street, Apt. 1B

Corona, NY 11368

(347) 210-0494

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An accomplished, seasoned Customer Service professional with superior leadership, negotiation and communication skills. Demonstrated ability to build a championship team, grow a business and deliver a profit that exceeds expectations. Easily interacts with executives, clients and staff. Innovative decision maker with sound business ethics and an assertive entrepreneurial spirit.

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## PROFESSIONAL EXPERIENCE

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### JFK INTL. AIRPORT, NY

*Travelers Aid*

02/07-05/07

- Resolved customer questions bilingually and provided assistance based on each customer's needs and requests in a friendly, helpful and prompt manner
- Ensured a pleasant, smooth and efficient handling of customer complaints relating to flights and luggage
- Provided all customers assistance with directions, maps, local area information and appropriate service information
- Maintained appearance of counters and customer areas to present a neat, orderly and safe condition

### San Luigi's, New York, New York

*Busboy*

06/07-01/08

- Responsible for bring drinks such as water or juice and bread to the tables.
- Generally responsible for assisting with resetting the tables, clearing dirty dishes from tables, clearing spilled items, refilling water and juice glasses, restocking waiter stations.
- Often helped the server to carry food to customers.

### LENNY'S, New York, New York

*Cashier Captain*

01/10-02/12

- Managed daily operations including openings and closings
- Generated and distributed daily, weekly, monthly sales reports that were distributed throughout the company
- Responsible for assisting in all client matters
- Ordered food products and inventory; performed weekly, monthly, quarterly, inventory

## EDUCATION

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### NEW YORK CITY COLLEGE OF TECHNOLOGY, Brooklyn, NY

2008-Present

- *Major:* Bachelor's of Graphic Arts/Production Management

## SKILLS

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- Microsoft Office Suite
- Fluent in Spanish

*References Furnished Upon Request*