

Lawrence Franco Dsouza

Mobile: Email: frankfaustan11@yahoo.com

English teacher, staff trainer, online tutor

Date of birth: 3rd October 1970

Language: English, French, Hindi, Marathi, Konkani, Tagalog and Chinese.

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Experience

Primary English Teacher, Shanghai Fudan Vanke Experimental Private School. 08/2019 – 07/2023

Grades One to Grade 4

- Created lesson plans, aligned with current standards, which drives instruction through formative assessment and differentiation.
 - Maintained a safe, organized classroom, that supports students' independent learning, collaboration and choice.
 - Utilized a variety of effective instructional and management techniques.
 - Provided consistent, immediate feedback to student learning and asked analytical questions that elicit students' responses that incorporate prior knowledge, life experience and interests that are directly related to the content objective.
 - Monitor and maintain a positive classroom environment that supports the school wide behavior expectation in which most students are engaged, incorporates mutual respect and provides cooperative learning opportunities.
- Established and maintain appropriate relationships with students, parents, staff, and community members by communicating in a tactful, courteous, and confidential manner.
- Appropriately communicated and interacted with other professional staff in academic planning, Create trust and confidence between parents and families.

Supermarket Operations- Director 07/2017 to 07/2019 Wholesale Market.

- Trained team member on Food and Safety standards.
 - Analyzed timely and thorough, performance evaluations.
- Accomplishments
- Achieved over 20% in labor costs through training employees on multitasking.
 - Saved costs by providing a solution to dairy chillers requirements.

Staff Trainer -Director 05/2010 - 05/2017. City shop

Accomplishments

- Increased customer retention rate by 15% over two years by

Highlights

- English Teacher
- Online Tutor
- Staff Trainer
- Business Director
- Customer Service Director.
- Store Manager.

Education.

International Post Graduate Diploma in T.E.S.O. L / T.E.F.L., Staff Training.

Bachelor of Commerce: Accounting & Auditing.

Skills

- English Pronunciation
- Vocabulary and Grammar skills
- Positive
- Team Building
- Patience
- Communication.
- Time management.
- Adaptability
- Training staff.
- Innovation,
- Approachability.
- Empathy.
- Marketing.
- Assessment.
- Strategy planning.
- Technology.
- Organization
- Operations

developing a targeted customer loyalty program thus proactively addressing potential issues for clients.

- Successfully reduced average customer wait time by 25% within the first year, implementing new training programs and streamlining processes for the customer service team, resulting in increased customer satisfaction scores.

Store Manager -Country Market 2003/7 - 2010/3

-Maintain outstanding store condition and visual merchandising standards.

-Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability.

-Work Hand in Hand with store management to plan and execute

Assistant Store Manager, Ware House Manager - Lal's Supermarket 02/2001 -01/2003

-Managed warehouse in compliance with company's policies and vision

-Initiate, coordinate and enforce optimal operational policies and procedures

Checkout supervisor 02/2000 to 12/2000 Gaisano Supermarket, Philippines

-Recruit, select, orient, coach and motivate employees.

-Reconcile tills at the end of every shift.

-Manage and perform all check out functions on a daily basis.

-Communicate clearly and openly with customers

Produce Manager 01/1998 -12/1999 Spinneys – Dubai

-Exposure to backdoor, receiving stores operations.

-Receive, check the quality & quantity of goods received.

Nonfood Supervisor 12/1995 -12/1999 Souks -Saudi Arabia

-Exposure to non-food lines such as fruit blenders, television, audio systems, video recorders, electric frying pans, irons, electric grill & microwave ovens.

-Supervisory support and oversee operations of the assigned section.

Grocery Supervisor 1/1993- 9/1999 Foodland market, India

-Managing finances and preparing an annual budget.

-Keeping records of expenditure, sales figures, and employee performance

-Evaluating the supply and availability of stocks.

-Implementing measures to avoid stock damages, theft.

- Delegation ·
- Business profitability ·
- Sales planning ·
- Microsoft Excel ·
- Sales development ·
- English ·
- Sales ·
- Marketing ·
- Active Listening ·
- Creativity·
- Negotiation ·
- Relationship building ·
- Reporting & analysis ·
- Analytical skills ·
- P&L management ·
- Oral communication ·
- Retail branch operations ·
- Customer satisfaction.
- Computer literacy ·
- Petty cash ·
- Microsoft office ·
- Leadership
- Budget management ·
- Forecasting ·
- Office administration ·
- Sales processes ·
- Problem solving ·
- Face-to-Face sales ·
- Cash handling ·
- Customer support ·
- Team management.
- Accounting
- Inventory check.
- Performance reports.
- Appraisals.

Languages

- English
- Hindi,
- Marathi.
- Chinese.
- Konkani.
- Japanese.

