

# Lionel Lavail

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## PERSONAL STATEMENT

A conscientious and professional shop assistant in retail and customer service specialized in optic with experience in management. A highly organised and efficient individual, whose thorough and precise approach to projects has yielded excellent results. Enjoy working on a team and able to adapt quickly in my working environment. Really motivated and available to start immediatly.

## WORK EXPERIENCE

January 2013 - January 2016 Manager of an optical store  
Optical Center - [www.optical-center.com](http://www.optical-center.com)  
Strasbourg. France

Optical Center is the fifth largest company in optic and audition in France. The principal activity is the sale of glasses and hearing aids. There are 405 stores and 2500 employees. The turnover of the company represents 450 M€ (2014).

### Responsibilities:

- Team management of four people, transmit the values of the company.
- Strategic management
- Reliable person for achievement of sales objectives
- Define new objectives and attain annual objectives
- Growing the turnover of the store (+15% in three years)
- Organisation and planning
- Communications skills
- Team building
- Problem solving skills (internal and customer)
- Orientation toward customer satisfaction, deal with flow customer
- Checking the inventory control
- Positive thinking

June 2010 - December 2012 Optician  
Optical Center - [www.optical-center.com](http://www.optical-center.com)  
Strasbourg - France

### Responsibilities:

- reception and council customer, optical equipment sales (30 sales / month)
- glazing, cut edge and fit
- deal with stocks frames and lenses

September 2008 – June 2010 Optician  
Jean-François optique  
Bischheim – France

- reception and council customer, optical equipment sales
- glazing, cut edge and fit
- deal with stocks frames and lenses
- cleaning the store

## **EDUCATION**

September 2006 - June 2008 Ecole supérieure d'optique de Strasbourg, Strasbourg  
BTEC, Higher National Diploma level in optic

September 2004 – June 2006 Ecole supérieure d'optique de Strasbourg, Strasbourg  
BTEC, First Diploma in optic

September 2000 - June 2004 Lycée Jean Jacques Henner - Altkirch  
A-levels : Economic and Social sciences

## **LANGUAGES AND COMPUTER SKILLS**

French : native speaker

English : intermediate

word, excel

## **PERSONAL INTERESTS**

Travelling Europe

Sports

Tennis

Others

cinema, reading

## **REFERENCES**

References are available on request. [.](#)