

Laushenae “Lala” Duncan

Hollywood, FL | 757-274-4990 | Laushenaeofficial@gmail.com

Objective

Confident, outgoing, and camera-ready individual with dynamic customer service, leadership, and event supervision experience. Eager to bring natural charisma, on-camera presence, and proven ability to work under pressure to film, TV, commercial, and live event productions. Ready to take on background, featured extra, promotional, or audience work with enthusiasm and professionalism.

Available for:

Background roles | Featured Extra | Reality TV | Commercials | Audience work | Event staff | Live promotions

Authorized to work in the US

| *Reliable transportation* | *Open availability*

Skills & Attributes

- Strong on-camera presence and expressive personality
- Takes direction well and adapts quickly on set
- Professional, punctual, and reliable
- Comfortable in fast-paced, high-pressure environments
- Excellent crowd management and guest interaction skills

- Background in live event coordination and audience control
 - Strong verbal communication and public speaking abilities
 - Works well individually and in diverse teams
 - Problem-solver with a positive, solutions-based attitude
 - Open to improv, audience participation, and reality-style content
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Relevant Experience

Assistant General Manager & Event Supervisor

Extended Stay Hotel | Pompano Beach, FL | 2023–2025

- Managed daily operations, guest relations, and on-site issue resolution with professionalism and energy
- Handled high-volume guest interactions and complaints calmly under pressure
- Regularly supervised staff and events, ensuring smooth operation and audience satisfaction

Supervisor Boarding/Port Services

Intercruises Shoreside & Port Services | Norfolk, VA | 2023–2024

- Directed cruise passengers in high-traffic, live event settings
- Managed large crowds, check-in processes, and guest services
- Provided quick resolutions to last-minute issues, lost items, and first-time traveler concerns

Restaurant & Event Supervisor

Founders Inn & Spa, Hilton | Virginia Beach, VA | 2023

- Supervised staff for special events, weddings, and large-scale dining services
 - Handled guest services with an emphasis on creating positive, memorable experiences
 - Facilitated daily pre-shift briefings, guest interactions, and team coordination
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Public-Facing & Performance Experience

- Front-line Sales & Call Center Advisor (Life Protect 247, Great Eastern Resort)
 - Exceed daily sales meetings and team briefings
 - Provided humorous, high-energy customer interactions (recognized for upbeat personality and humor-driven rapport)
 - Developed call scripts and customer service protocols
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Additional Highlights

- Experience working in fast-paced, unpredictable environments
- Volunteer event work for American Red Cross, community clean-ups, and blood drives
- Former Girl Scout with leadership and public service background