**A. William Lance**

614 SW Jackson St.

Portland, OR 97201

(541) 232-5710

[ashlance@pdx.edu](mailto:ashlance@pdx.edu)

**EXPERIENCE**

**Customer Service Representative** *Portland Spirit Cruises* Portland, Oregon 2013

* Set reservations and scheduled client cruises using specialized software
* Answered inbound calls, executed sales process and processed payments
* Collected customer data for organizational, security, and marketing purposes
* Resolved customer experience issues
* Opening/closing duties: key holder, settling reports and cash drops

**Owner-Operator** *McDougal & Son Movers* Eugene, Oregon 2010-2012

* Spearheaded the establishment of a successful business from scratch
* Developed and executed business systems in marketing, scheduling, accounting, sales, and operations
* Created company web presence and a reliable online sales funnel

**Host** *McMenamins*  Eugene, Oregon 2010

* Greeted, assisted and escorted guests
* Coordinated flow of restaurant operations and aided servers
* Ensured restaurant was presentable, clean and welcoming
* Secretarial duties – scheduling, answering phones, money-handling, and problem solving

**ESL Teacher** *Yeokgok**Elementary Schoo*l South Korea 2008-2009

* Taught 3rd - 6th graders and Adults for 30 hours/week
* Directed a variety of English classes, camps, and tutoring programs
* Gained invaluable international experience and acquired cultural insights

**Barista** *Starbucks* Eugene, Oregon 2007-2008

* Prepared and served company products
* Established relationships with customers
* Maintained a clean and comfortable environment

**Sales Assistant** *Brighter Homes Lighting* Eugene, Oregon 2005-2007

* Item displays, in-home setups and repairs
* Stocking and inventory, shipping, receiving and deliveries

**EDUCATION:**

*Portland State University* –Bachelor of Arts in Applied Linguistics, Expected Graduation Fall 2013

* Cultivated systematic lenses for approaching linguistic analysis
* Intermediate proficiency in Korean and Chinese