

Graycen Lance

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PROFESSIONAL SUMMARY

A highly motivated individual with an enthusiastic personality, I have proven my unwavering work ethic throughout the customer service industry for several years. As a recently licensed insurance agent, I plan to bring my drive and spirit to become an asset to any team as I gain new experience in this field.

QUALIFICATIONS

Bachelor of Science in Business Administration (Marketing Strategy)

August 2019-May 2023

Cameron School of Business

University of North Carolina Wilmington

Overall GPA: 3.291

North Carolina Insurance Producer License

February 2024

Property and Casualty Lines

SKILLS

- *Certified with Hootsuite platform use*
- *Proficient with Microsoft Office*
- *Strong organizational and time management skills from previous work experiences*
- *Obtained a minor in French (Conversant)*

LEADERSHIP AND SERVICE

Delta Zeta – Xi Theta (National Panhellenic Council Sorority)

September 2020-May 2023

Former Positions: Ritual Guard, Academics Chairman, Bid Committee

- Assisted organization with multiple responsibilities demonstrating leadership, organization, and teamwork. As an Academics Chairmen, I ensured that our members had a strong support system throughout their studies, as well as providing a safe space for anyone to reach out when in need of further help with their classes or professional futures.

WORK EXPERIENCE

Publix Super Markets Customer Service Staff

May 2021-Present

Hendersonville and Wilmington, North Carolina

Ensuring customers receive the best care possible during their visit

- Promoted to Customer Service Staff due to consistent customer satisfaction reports
- Executing efficiency for all daily tasks while directing associates
- Handling cash in a safe and secure manner while managing the customer service desk

Murdick's Fudge Cashier, Food Preparation

May 2020-August 2020

Edgartown, Massachusetts

Brought satisfaction to customers in a full-time seasonal position while assisting in sales growth

- Regularly opened and closed store independently while ensuring cleanliness and organization
- Trained new employees to improve product quality and customer satisfaction

Outback Steakhouse Hostess

February 2019-December 2019

Asheville, North Carolina

Ensured swift service along with customer satisfaction in a fast-paced work environment

- Managed the floor and table wait system while keeping customers content
- Received glowing praise from managers and customers alike for hospitality