

# Nyemah Umana

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## Professional summary

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Experienced with customer relationship management, ensuring high levels of customer satisfaction and retention. Utilizes persuasive communication techniques to drive sales and foster customer loyalty. Track record of effectively collaborating with team members to achieve sales objectives and maintain positive store environment.

## Employment history

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### Cook, Sep 2022 - Dec 2022

*Jetz Pizza, 4718 Anthony Wayne Dr, Detroit, MI 48201*

- Setup and sanitize workstations.
- Followed prep lists created by chefs.
- Measured ingredients and seasonings, and prepared cooking ingredients such as soup stock to be used in the cooking process.
- Prepared simple dishes, such as entrees or salads.
- Ensured all food items are properly stored and easily accessible.
- Assisted chefs in preparing food and attending to any culinary tasks that arose.
- Cleaned equipment for dishwashing, and prepared takeaway packages for customers.
- Supervised food and cooling room temperatures.
- Accepted or rejected ingredients from suppliers.
- Maintained a clean, orderly, and sanitized kitchen.

### Entry-level App Developer, Jun 2021 - Aug 2021

*The Boys & Girls Club Technology, 4242 Collingwood St, Detroit, MI 48204*

- Created multimedia applications by using authoring tools.
- Completed applications development by contributing to team meetings; troubleshooting development and production problems.
- Supported users by developing documentation and assistance tools.

### Personal Assistant, Oct 2019 - Dec 2019

*Detroit Community Tax and Resource Center, 25245 Five Mile Rd STE 3W, Redford Charter Twp, MI 48239*

- Answered phone calls and assisted clients with questions regarding tax preparation.
- Prepared and assisted in preparing simple to complex tax returns for individuals or small businesses.
- Assisted with expense reports.

### Sales associate , Aug 2024 - Sep 2024

*Target , Detroit*

- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise
- Stocked merchandise, clearly labeling items, and arranging according to size or color.

## Education

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### High School Diploma, Sep 2020 - Jun 2024

*University Prep Arts and Design, Detroit, MI*

## Skills

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Organized, Detail-oriented, Problem solving, Python, Typing, Creativity, Marketing, Team collaboration, Customer service.

## Additional information

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### Awards

Certificate of Achievement - Academy of Creative Artistic Production, LLC

Certified nursing assistant completion certificate