

## **Akeya Umstead**

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- OBJECTIVE** To obtain an employment that will enable me to utilize my strong organizational skills, educational background, and ability to work well with others.
- EDUCATION**
- North Carolina Central University, Durham NC 2007-Present  
Bachelor of Business Administration, Concentration: Management  
**Expected Graduation Date:** **December 2009**
- GPA: 3.0; Dean's List**
- North Carolina Agricultural & Technical State University  
Greensboro, NC, Major: Computer Science
- SKILLS** Computer Software -MS Word, Power Point, and Excel, Time management, Communication, Presentation, Cash Handling, Customer Service, Organizational, Teamwork skills
- EXPERIENCE**
- Customer Service Representative 2008-Present  
Edible Arrangements, Durham, NC
- Prepare customer orders from internet or calls
  - Increasing revenue \$200+ daily, utilizing the SMS computer system
  - Prepare day end reports
  - Balance cash register
- Cash Handler/ Public Relations Representative 2007-Present  
LK Productions, Greensboro, NC
- Assist in promotions for special events
  - Count and account for over \$10,000 in cash received during special events
  - Calculate employee receipts
- Hostess/Cash Handler 2006-2007  
Tuscana Cuisine, Greensboro, NC
- Assisting Consumers with appropriate seating, controlling the inflow of customers and accounting for more than \$10,000 in cash received during special events.
  - Trained new hires
  - Prepared contracts bringing in \$2,000+ in business
- ACTIVITIES** Phi Beta Lambda, Inc., Miss Phi Beta Lambda (2008-2009), Million Meals Volunteer, Habitat for Humanity Volunteer, Durham Rescue Mission Volunteer, SATO Dance Academy Volunteer, NCCU Dance Group (2007), Chrysler and PGA Golf Tour, Driver (Fall 2005), Hip Hop Voices Voter Registration (Fall 2004)
- AWARDS**
- 1<sup>st</sup> Place NC State Phi Beta Lambda Human Resource Management Event**  
**3<sup>rd</sup> Place NC State Phi Beta Lambda Community Service Presentation Event**