



# ORNELA AGBETOMEY

## SUMMARY

Forward-thinking Administrator with five years of experience delivering successful improvements for business operations, profitability, and team development. Resourceful project manager and compliance specialist to thrive in fast-paced and changing environments. Dedicated to sustaining operational accuracy and delivering results for optimal profitability. Ability to devise and implement improved office procedures as needed, while delivering outstanding customer satisfaction.



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## SKILLS

- Customer service
- Leadership
- Cash handling
- Child development
- Coordination skills/personal
- Data entry/Documentation/Reporting
- Microsoft Word/Excel/PowerPoint
- CPR and Basic Life Support
- Success planning
- Invoice and Billing
- Excellent Management skills

## EDUCATION AND TRAINING

### MBA

Business Administration And Management  
SOUTHERN NEW HAMPSHIRE UNIVERSITY, New Hampshire  
Expected in March 2024

### BA

International Business  
SOUTHERN NEW HAMPSHIRE UNIVERSITY, New Hampshire  
July 2020  
GPA: 3.89

Honors: Magna Cum Laude

## EXPERIENCE

### AREA MANAGER

AMAZON, Inc |

July 2023 - October 2023

- Managed a team of 100 Associates; Collaborated with other departments to ensure smooth operations.
- Led and developed a team of associates to ensure the highest level of customer service, safety, and productivity.
- Developed strategies to improve operational processes and increase efficiency.
- Monitored performance metrics and took corrective action as needed.
- Ensured compliance with all company policies and procedures.
- Handled daily operations incl: scheduling, inventory management, & budgeting.
- Lead weekly meetings with staff to review goals and objectives.
- Trained and coached employees on Amazon systems and processes
- Maintained a safe working environment by enforcing safety protocols and conducting regular safety audits.
- Analyzed data to identify trends and opportunities for improvement.

# CERTIFICATIONS

IBM Project Management Fundamentals

## SELF – EMPLOYED

August 2022 – July 2023

- . Contractor with the Small Business Administration: Customer service representative
- . Contractor with Embracing Heart Health services: Project coordinator

## HOSPICE AID

ANGELS CARE HOSPICE | OMAHA, NE |

February 2022 - August 2022

- Finalized reporting, and family liaison for observation/support quality of life.
- Executed monthly and daily care plans and maintained daily observation reports and timekeeping.
- Maintained and managed confidential information and records.
- Performed basic life support and CPR.

## LANGUAGES

English



*Professional*

FRENCH



*Professional*

EWE: native



*Professional*

## CHILDCARE PROVIDER- Self employed

PRECIOUS ANGELS HOMEDAYCARE | OMAHA, NE | March 2019-March 2020

- Interviewed and connected with over 15 families through Facebook, yielding all positive 5-star reviews w/100% reporting dependable and high-quality services.
- Provided a basic childhood development program and educational support to children from 0 to 12 years.
- Ensured confidential records, state protocols, and safety guidelines are followed.
- Prepared meals, snacks, and refreshments for children according to dietary needs.
- Assisted with feeding infants and toddlers during mealtimes.
- Read books aloud to small groups or individual children.
- Managed administrative program tasks such as taking attendance, updating logs, and tracking supplies.

## NURSING ASSISTANT

MADONNA REHABILITATION CENTER | OMAHA, NE | Jan 2018-March 2019

- Created monthly and daily care plans, observation reports, and timekeeping.
- Maintained and managed confidential information and records.
- Performed basic life support and CPR.
- Followed HIPAA regulations to maintain confidentiality of sensitive information.
- Provided a clean and safe environment for the client, changing bed linens, cleaning bathrooms, vacuuming carpets, washing dishes, and laundry.

## OVERNIGHT CASHIER

B&R STORES | LINCOLN, NE |

February 2015 - May 2017

- Complied w/cash handling procedures to meet regional cashier variance policy.
- Welcomed customers, helping them find store items.
- Trained and mentored new cashiers to maximize performance with skilled, efficient, and knowledgeable team members.
- Processed efficient and accurate cash, check, debit, and credit card payments using the Point-of-Sale system.