

Naomi Seay

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PROFESSIONAL SUMMARY

Detail-oriented remote operations professional with 5+ years of experience in data accuracy, process optimization, and administrative support. Google-certified in Data Analytics. Bilingual in English and Vietnamese. Available immediately for remote roles.

CORE COMPETENCIES

- Data Entry & Accuracy
- Process Optimization
- Administrative Operations
- Recordkeeping & Filing
- Data Analysis
- Inventory Control
- SOP Documentation
- Google Workspace
- Graphic Design
- Remote Operations
- Deadline Management
- Confidential Info Handling

WORK EXPERIENCE

Amazon Fresh – Cincinnati, Ohio Dec 2025 – Present

FC Associate

- Maintained a pick rate of 100-120 units per hour, consistently exceeding standard requirements
- Recognized by management for high productivity and accuracy in a fast-paced fulfillment environment
- Ensured order accuracy through meticulous attention to detail during the picking process

Ambiance Nail Spa – Cincinnati, Ohio Jul 2023 – Apr 2026

Nail Technician

- Optimized appointment scheduling, reducing client wait times by 15% and improving customer retention
- Maintained 75% client retention through personalized consultations and consistent high-quality service
- Upheld detailed client records with 100% accuracy using an efficient recordkeeping system
- Increased client retention by 10% through creative marketing initiatives

Amazon – Cincinnati, Ohio Sep 2022 – Jun 2023

Process Guide

- Boosted associate productivity by 20% through comprehensive training and process optimizations
- Reduced order processing time by 15% by identifying and resolving operational inefficiencies
- Enhanced inventory accuracy by 12% through advanced tracking system training
- Reduced new-associate ramp-up time by 10% through detailed onboarding materials

Pink Nail Salon – Las Vegas, NV Feb 2021 – May 2022

Nail Technician

- Strengthened client relationships, achieving a 20% increase in repeat business and positive reviews
- Coordinated daily appointments efficiently, ensuring high-quality service delivery and client satisfaction

Amazon – Cincinnati, Ohio Feb 2020 – Feb 2021

FC Associate

- Decreased product picking errors by 10% through meticulous attention to detail
- Ranked in the top 5% of associates for productivity and accuracy
- Maintained a safe work environment with zero incidents during employment

EDUCATION

Bachelor of Interdisciplinary Studies

[University of Cincinnati](#)

Associate of Arts – Direct Transfer Agreement

[Shoreline Community College](#)

Diploma in Commerce

[Royal Melbourne Institute of Technology University](#)

CERTIFICATIONS

Google Data Analytics Certificate	Google / Coursera	2024
SQL for Data Science Certificate	Coursera	2024
Graphic Design Certificate	DPI Graphic Design Training Center	2024
Amazon Process Guide	Internal Certification	2022

SKILLS & TECHNOLOGIES

Data & Analytics: Microsoft Excel (VLOOKUP, Pivot Tables, Data Validation, Charts), Google Sheets, SQL, Data Entry, Data Quality Analysis

Design: Adobe Creative Suite (Photoshop, InDesign, Illustrator), Canva, UI/UX Design, Brand Identity

Operations & Admin: SOP Documentation, Process Optimization, Recordkeeping, Inventory Control, Scheduling, MS Office Suite

Languages: English (fluent), Vietnamese (native) · Typing: 43 WPM