Ani’ah Ames

Knightdale , Nc 27545
(919) 438-9276
belovednichelle@gmail.com

Overall Summary

Motivated and detail-oriented professional with customer service experience at The Home Depot and an Associates in Arts degree focused on finance, accounting,economics, and mathematics. Strong communication skills with experience assisting customers both over the phone and in person. Skilled in critical thinking, problem-solving, organization, and working with numbers. Seeking opportunities in banking, finance, administrative support or office environments where I can continue to grow professionally and contribute to a strong team.

EXPERIENCE

Home Depot, 2540 Timber Dr, Garner, NC — *Customer Service Associate*

02/17/2024- PRESENT

Delivered high-quality customer service in a large-volume retail environment while managing cash handling, POS systems, rentals, order processing and more. This role involved regularly creating quotes processing, orders, as well as correcting order errors while assisting customers both in person and over the phone. It was highly necessary to carry strong attention to detail, patience, and professionalism when resolving complex issues. This cultivated the ability to communicate clearly with customers and team members while working efficiently under pressure and maintaining a calm positive demeanor.

Achievements

Earned company recognition 3 times for superior client satisfaction and positive survey feedback.

Commended by management for exceptional reliability and willingness to work unassigned hours during peak operational periods

EDUCATION

Wake Technical Community College, Location — *Associates in Arts*

August 2022 - May 2026

Relevant coursework included Introduction to Business, Business Law I, Critical Thinking, Introduction to computers, Principal of Financial Accounting, Public Speaking, Principles of Microeconomics, Principles of

SKILLS

Microsoft Office/POS System

Communication Skills.

Cash handling & payment Processing

Customer Service

Financial and economic concepts

Basic accounting knowledge

Microsoft Word & Excel

Strong efficiency in numbers

Data Entry.

LANGUAGES

English

Macroeconomics, and lastly including Principles of Managerial Accounting.

Vineland High School, Vineland, New Jersey — *High School Diploma*

December 2018 - June 2022

LETTER OF RECOMMENDATIONS

Precalculus Letter of Recommendation:

To Whom it May Concern,

It is my pleasure to recommend Aniah Ames for this position.

I am Wendy Carpenter, a math instructor at Wake Tech Community College (WTCC). I have been teaching math courses at WTCC for 11 years and have worked with many students during my time. Aniah Ames was one of my Precalculus Algebra students during the Spring 2026 semester.

During the semester I taught Ms. Ames she performed well. This was demonstrated through her consistent high scores on her homework and quiz assignments. Ms. Ames also demonstrated a deeper understanding of the material on exams by continuing to score high, even on typically difficult problems.

Ms. Ames not only performed well in my class, she also was proactive when she encountered any issues in class. She asked questions during class when a concept was not clear and visited me during office hours. The questions Ms. Ames asked demonstrated a clear understanding of the material and a desire to further her comprehension. Not all students have the drive to do this.

Ms. Ames was a pleasure to work with as she not only proved she mastered the material, but she was also patient and kind in her communications with me as we worked through any difficulties. She always stayed positive and didn't let any obstacle stand in her way of success in our class. She continued to persevere even when new concepts took longer to understand. She continued asking questions and pushing herself by dedicating time to her studies.

I am confident that Ms. Ames would be a great fit for this position. Not only would she bring the knowledge set that your program is looking for, but her work ethic is strong and one that is not always found. She has a desire to succeed and grow in any way she can.

If you need more information or specific examples, please do not hesitate to contact me at wgcarpenter@waketech.edu. I only worked with Ms. Ames for one semester, so my time with her was limited but I felt I got a good picture of the type of student she is and I would gladly work with her again.

Sincerely,

Wendy Carpenter

Math Instructor

Math and Physics Department

Wake Tech Community College

Accounting Letter of Recommendation:

NC State University
Admissions Department

Dear Admissions Director:
I am writing this letter of recommendation on behalf of my esteemed student, Ms. Aniah Ames, who has been an outstanding participant in my Accounting Principles course at Wake Technical Community College.

Aniah Ames has demonstrated exemplary academic excellence in my accounting class, consistently showcasing a deep understanding of the fundamental principles of accounting. Her commitment to her studies is evident through her excellent grades, active class participation, and a genuine passion for mastering the subject matter. Aniah's analytical skills, attention to detail, and ability to apply accounting concepts in practical scenarios set her apart from her peers.
Beyond her academic achievements, Aniah is an engaged and enthusiastic member of the National Association of Black Accountants (NABA) student chapter on campus. She not only attends regular meetings but also actively participates in various social activities organized by the chapter. Aniah's involvement in NABA showcases her dedication to networking, professional development, and community engagement within the accounting field.

Aniah possesses excellent communication skills, a strong work ethic, and a positive attitude that make her a valuable asset in both academic and

extracurricular settings. She is a team player who collaborates effectively with her peers and demonstrates leadership qualities through her involvement in student organizations.

In conclusion, I wholeheartedly recommend Aniah Ames for any academic or professional pursuit she may choose. Her combination of academic excellence, involvement in extracurricular activities, and commitment to community engagement make her a well-rounded and promising individual. I am confident that Aniah will continue to excel in her future endeavors and bring credit to any institution or organization fortunate enough to have her as a member.
If you have any further questions or require additional information, please do not hesitate to contact me at srgentry@waketech.edu or 919-532-5807. Thank you for considering Aniah Ames for this opportunity.

Warmest regards,

Shamber Gentry

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