

SMART ANITA ONOME

Customer Support Specialist | Virtual Assistant | Remote-Ready

+234 901 740 9250, +234 805 440 9629 @ smartanitaonome2020@gmail.com Lagos, Nigeria



SUMMARY

I am a dedicated and detail-oriented Customer Support Specialist and Virtual Assistant with over 3 years of experience in managing digital accounts and client relations. My expertise lies in delivering exceptional customer service remotely through various digital tools and CRM systems. I am adaptable, quick to learn, and passionate about problem-solving and supporting organizational growth

EXPERIENCE

Account Specialist

LinkMe Company

03/2024 - Present Remote

Remote customer support specializing in account management

- Manage client bio link profiles and boost online visibility
- Support customers via chat/email and tailor digital profiles
- Track account activity and collaborate with internal teams

Broadcast Intern

NTA 2

10/2024 - 12/2024 Lagos, Nigeria

Public broadcasting station providing diverse information and entertainment

- Assisted in live studio operations including video switchers and crawlers
- Scheduled and managed VT3 content for live shows
- Supported newsroom planning and real-time editing

Radio Intern

LTV Radio FM

05/2024 - 07/2024 Lagos, Nigeria

Popular radio station focused on news and entertainment

- Scripted and reviewed radio content
- Assisted with jingles, music scheduling, and sound control
- Engaged live callers and listener feedback segments

Cashier Specialist

The Place Restaurant & Bar

05/2022 - 03/2024 Lagos, Nigeria

Casual dining establishment offering varied menu options

- Managed high-volume POS operations and customer service
- Handled inquiries, promoted products, and resolved complaints

Computer Operator & Trainer

CBL Computer College

02/2020 - 11/2021 Lagos, Nigeria

Educational institution focused on IT and computer studies

- Taught computer basics and supervised lab sessions
- Maintained systems and provided technical support

SKILLS

Canva

Cashier

CRM

Google Workspace

Microsoft Office

Slack

Trello

Zoom

Gmail

CRM Systems

INTERESTS



Digital writing and media innovation

Engaged in digital writing and remote collaboration, with a keen interest in customer care and media innovation

EDUCATION

B.Sc. Mass Communication & Media Studies

[Lagos State University](#)

📅 01/2021 - Present 📍 Lagos, Nigeria

Diploma in Computer Studies & Applications

[CBL Computer College](#)

📅 01/2018 - 12/2019 📍 Lagos, Nigeria

WASSCE

[Raphael International School](#)

📅 01/2013 - 12/2018 📍 Lagos, Nigeria