

Anita Smart

Executive Assistant | Personal Assistant | Customer Support & Operations

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IMMEDIATELY AVAILABLE FOR FULL-TIME EMPLOYMENT

PROFESSIONAL SUMMARY

Organised, proactive and reliable Executive Assistant, Personal Assistant and Customer Support professional with experience in remote operations, account management, customer service, administration, communication and digital workflow support. Skilled in coordinating tasks, managing follow-ups, supporting client and account operations, maintaining accurate information and improving day-to-day workflow organisation. Confident using Google Workspace, Microsoft Office, Gmail, Slack, Trello, Zoom, Canva, ChatGPT, CRM systems and digital account management tools. Recognised for strong written and verbal communication, attention to detail, problem-solving, multitasking, independent working and AI-assisted productivity.

CORE SKILLS

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| <ul style="list-style-type: none">• Executive Support• Administrative Support• Email and Client Communication• Customer Support• Follow-ups and Workflow Tracking• Data Entry• Remote Operations Support• Task Prioritisation• Problem Solving• Remote Collaboration• AI-Assisted Research, Content and Workflow Support | <ul style="list-style-type: none">• Personal Assistant Support• Calendar and Task Coordination• Customer Service• Client and Account Management• Documentation and Information Management• CRM and Account Management• Meeting and Communication Coordination• Multitasking• Attention to Detail• AI-Assisted Productivity |
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TOOLS AND TECHNOLOGY

Google Workspace • Microsoft Office • Gmail • Slack • Trello • Zoom • Canva • ChatGPT • CRM Systems • Digital Account Management Tools

PROFESSIONAL EXPERIENCE

Executive Assistant / Customer Account Specialist

LinkMe | March 2024 – July 2026 | Remote

- Supported clients and internal teams with digital account and profile operations, helping maintain organised workflows and accurate account information.
- Coordinated remote tasks, tracked work progress and followed up on requirements to support timely completion of deadlines and responsibilities.
- Managed digital information and account-related records with strong attention to accuracy, consistency and detail.
- Communicated with clients and team members through Slack and other digital platforms to support clear updates, task alignment and workflow progress.
- Responded to customer requests and assisted in resolving account-related issues efficiently and professionally.
- Monitored account activity and supported the completion of operational tasks in line with client and team requirements.
- Assisted with day-to-day remote operations, workflow organisation and administrative coordination across digital platforms.
- Used Google Workspace, Microsoft Office, Gmail, Slack, Trello, Zoom, Canva, CRM systems and digital account management tools to support communication, organisation and task completion.
- Applied AI-assisted workflows to improve productivity, research, communication, content support and workflow efficiency.
- Worked independently while managing multiple priorities, maintaining accuracy and supporting smooth operational delivery.

Remote Virtual Operations Support

Independent / Contract Support | Ongoing | Remote

- Provide remote administrative and operational support, including task coordination, communication, follow-ups and information management.
- Support online workflows by helping teams stay organised, monitoring responsibilities and communicating updates clearly.
- Assist with workflow tracking to ensure assigned responsibilities are followed through and tasks remain organised.
- Maintain accurate information and support communication across digital work environments.
- Work independently with initiative, identifying priorities and taking action without requiring constant supervision.
- Apply proactive problem-solving, organisation and attention to detail to support smooth day-to-day operations.

Cashier & Customer Service Specialist

The Place Restaurant & Bar | May 2022 – March 2024 | Lagos, Nigeria

- Handled high-volume customer interactions in a fast-paced hospitality environment while maintaining professional service standards.
- Processed POS transactions accurately, supporting payment accuracy and efficient customer service delivery.
- Responded to customer enquiries, provided helpful information and supported positive customer experiences.
- Promoted products professionally while maintaining strong customer engagement and service quality.
- Resolved customer complaints in a calm, efficient and professional manner.
- Maintained accuracy, efficiency and attention to detail while working under pressure.
- Supported customer satisfaction through clear communication, reliability and consistent service delivery.

Computer Operator & Trainer

CBL Computer College | February 2020 – November 2021 | Lagos, Nigeria

- Taught computer fundamentals and supported students in using digital tools and applications.
- Provided technical assistance to students, helping resolve basic computer and application-related issues.
- Supported organised computer lab operations and maintained a structured learning environment.
- Communicated technical information clearly to support student understanding and digital confidence.
- Applied problem-solving skills to assist with day-to-day computer operations and user support.

EDUCATION

Bachelor of Science (B.Sc.), Mass Communication & Media Studies

Lagos State University | 2021 – July 2026 | Completed

Diploma in Computer Studies & Applications

CBL Computer College | 2018 – 2019

TRAINING

Virtual Assistant Training

ALX Africa | Training commenced

ADDITIONAL INFORMATION

- Strong written and verbal English communication
- Comfortable working across time zones
- Reliable remote work setup
- Quick learner
- Highly organised and detail-oriented
- Comfortable working independently