

# TIANA SMITH

Trenton, NJ 08629 | (609) 508 0965 | SMITHTIANA938@GMAIL.COM |

WWW: <https://smithtiana938.wixsite.com/my-site-3>

## NEWS ANCHOR/TELEVISION PERSONALITY SUMMARY

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Main Career Objective: To become a dynamic news anchor and engaging television talk show host, where I can connect with audiences and bring compelling stories to life. I aspire to cultivate a strong on-screen presence that informs and entertains, while also fostering meaningful conversations on important issues within the African American community. Additionally, I aim to expand my reach as a podcast host, creating an inclusive platform for diverse voices and perspectives primarily the average young black woman in America. Ultimately, my goal is to blend journalism with entertainment, making impactful connections through various media channels.

Detail-oriented individual with exceptional communication and project management skills. Proven ability to handle multiple tasks effectively and efficiently in fast-paced environments. Recognized for taking proactive approach to identifying and addressing issues, with focus on optimizing processes and supporting team objectives.

## SKILLS

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- Excellent Communication/Public Speaking Skills
- Time Management
- Customer Service
- Adaptability
- Editing/Video Skills (Adobe, Canva, WeVideo, Premiere)
- Multitasking
- Calm under pressure
- Problem Solving Skills
- Host/Service Assistance
- Team Collaboration
- Customer service

## WORK EXPERIENCE

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### Seasonal Intern

05/2025 to 08/2025

### Mercer County Board of Social Services – Trenton

Seasonal Intern – Welfare Agency

*Handled client phone calls for recertification of government benefits*

- Assisted clients with recertification for programs such as SNAP, Medicaid, and TANF by answering

inbound calls and making outbound reminder calls.

- Provided clear and professional communication to explain eligibility requirements, deadlines, and next steps.

- Maintained strict confidentiality of sensitive client information in compliance with agency and government regulations.

- Gained hands-on experience in customer service, communication, and administrative support within a social services environment.

- Supported staff members in their daily tasks, reducing workload burden and allowing for increased focus on higher-priority assignments.

### **Sales Associate**

04/2024 to 03/2025

#### **Bath and Body Works** – Lawrenceville

- Handled cash transactions efficiently while adhering to company cash handling policies, ensuring accuracy in all financial exchanges.
- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Built relationships with customers to encourage repeat business.
- Managed returns, exchanges and refunds in accordance with store policy.
- Helped customers locate products and checked store system for merchandise at other sites.
- Prepared merchandise for sales floor by pricing or tagging.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Rotated stock and restocked shelves to maintain product availability and store appearance.
- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.

### **Lead Hostess**

03/2023 to 05/2024

#### **Red Lobster Restaurant** – Lawrenceville

- Managed guest waitlists effectively, minimizing wait times while still accommodating walk-in customers whenever possible.
- Enhanced guest experience by efficiently managing reservations and seating arrangements.
- Collaborated with servers and kitchen staff to optimize table turnover rates and overall restaurant efficiency.
- Increased reservation accuracy by implementing a digital reservation system that streamlined the booking process.
- Streamlined the check-in process for faster service, resulting in increased customer satisfaction.

- Trained new hostesses on customer service best practices and restaurant policies to maintain high standards of service.
- Assisted management with hiring, training, and evaluating new host/hostess staff members to maintain a high-performing team.

## EDUCATION

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**B.A.:** Mass Communications

Expected in 12/2027

**Lincoln University of PA** - Lincoln University, PA

- Orange Crush Marching Band Krush Groove Majorette Dance Line (Fall 2024)
- Lincoln University Provost's Scholarship Recipient
- SMITH Family Foundation of Trenton, NJ Book Scholarship Recipient
- Dean's List Fall 2024
- Relevant Coursework:
- COMM 2007 Media Technology
- COMM 2002 Writing for Communication Professionally
- COMM 2005 Human Communication
- COMM 2001 Intro to Media Studies
- ENG 101 Journalism and Ethics
- PHO 101 Digital Photography I
- SOC 1001 Introduction to Sociology
- PSY 1001 General Psychology
- Extracurricular Activities: Dramatic Impulse Organization Executive Board (Chief of Members) 2025- Present

**High School Diploma**

06/2024

**Nottingham High School** - Hamilton Township, NJ

- The Sorority of Zeta Phi Beta Epsilon Xi Zeta Chapter of Trenton NJ Archonette Auxiliary Club (Senior Treasurer) 2023-2024
- Winter Drama/Theater Arts 2022-2024
- Fall Varsity Cheerleading 2022-2024
- The National Sorority of Phi Delta Kappa Pi Chapter (Xinos) President 2021-2024
- Yearbook Club (President) 2023-2024
- National Honor Society 2023-2024
- POC Unity Club President 2024
- Student Government Treasurer 2024
- Student Body Social Media Manager 2024

**Some College (No Degree):** Journalism And Media

**Mercer County Community College** - West Windsor, NJ

- Career Prep programs are available to high school students in partnership with Mercer County Technical Schools.
- These challenging college-level courses offer 12th grade students the opportunity to get a jump-start on their college education while still in high school.
- Participants capable of working independently in a college environment and completing the programs will receive transferable college credits, as well as their sending school equivalent credits toward high school graduation requirements.
- Member of Mercer County Community College Newspaper Team