

Claire Ferrin

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EXPERIENCE

Ethos Risk Services – Digital Fraud Investigator

10/2022 – Present

Remote

Full time, 40 hours per week

- Conduct thorough, detail-oriented database, Internet, and telephone research.
- Proven track record providing timely and accurate reports directly to Fortune 500 clients.
- Experience with multiple case types, including social media, background checks, criminal history profiles, canvassing, record retrievals, subrogation, locates, and jury investigations.
- Manage a large caseload under time constraints while providing timely updates.
- Collaborate with other departments, including surveillance and special investigations.

National Security Agency (NSA) – Multidisciplined Language Analyst

02/2022 – 09/2022

Fort George G. Meade, MD 20755

Full time, 40 hours per week

- Holds active Top Secret level security clearance and completed full scope polygraph.
- Training in Chinese (Mandarin) language for operational use.

US Department of Veterans Affairs (VA) – Social Media Intern

09/2019 – 05/2020

Remote

Internship, 10 hours per week

- Actively moderated VA social media feeds and acted on posts as necessary.
- Posted content to VA social media channels to drive engagement.
- Increased follower count by 20,000 on Facebook and 10,000 on Twitter.
- Spearheaded new workflow method to source content for all VA social channels.
- Co-created content filters for VA social media channels and training material for new interns.

Freelance – Video Game Journalist

11/2013 – Present

Remote

Freelance, 15 hours per week

- Published 500+ game reviews, articles, and other features in both written and video format.
- Sites include: [ScreenRant.com](https://www.screenrant.com), [cublikefoot.com](https://www.cublikefoot.com), and others.
- Collaborate with video game publishers and PR firms to get games featured.

YouTube – Content Creator

01/2010 – Present

Remote

Freelance, 15 hours per week

- Actively produce game-related videos for two separate gaming channels.
- Design branding, configure metadata for SEO, and manage monetization.
- Created an active community of followers on both YouTube and external social platforms.

EDUCATION

Florida International University (FIU) Bachelor of Arts in Asian Studies and Sociology

Miami, Florida
12/2020

Minor: Social Media and E-Marketing Analytics

- Summa Cum Laude, Phi Beta Kappa, 3.96 GPA, and Dean's list every semester.
- Asian studies focused on history, language, culture, geography, and society.
- Two years of Japanese language study.
- Sociological studies focused on survey techniques, statistical sampling, and data analysis.
- Minor studies focused on digital marketing, analytics, and social media management.

CERTIFICATIONS

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|--|---------|
| • Social Media Marketing | 11/2020 |
| • Google Analytics | 10/2020 |
| • Content Marketing | 09/2020 |
| • Inbound Marketing | 09/2020 |
| • Excel 2016 Essential Training | 01/2019 |
| • Time Management Fundamentals | 11/2018 |
| • Visual Communication using Adobe Photoshop CS4 | 05/2013 |

LANGUAGES

- English: Native
- Japanese: Novice
- Mandarin Chinese: Novice

SKILLS

Hard Skills

- Adobe Suite
- Content writing and editing
- Data analytics
- Docker
- Google Analytics
- Journalism
- Linux
- Marketing, SEO/SEM (Certified)
- Microsoft Office (Certified)
- Photo editing (Certified)
- Private Investigations
- Social media (Certified)
- Video and audio editing
- Windows
- WordPress

Soft Skills

- Ability to work independently
- Accountability
- Adaptability
- Analytical, critical thinking
- Collaborative
- Communication
- Creativity
- Detail-oriented
- Organized
- Openness to criticism
- Problem-solving
- Resourcefulness
- Stress management
- Time management (Certified)
- Work ethic