

# Claire Ferrin

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## EXPERIENCE

### National Security Agency (NSA) – Multidisciplined Language Analyst

02/2022 – 09/12/2022

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 for sourcing 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)

Miami, Florida

### Bachelor of Arts in Asian Studies and Sociology

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

- Social Media Marketing 11/2020
- Google Analytics 10/2020
- Content Marketing 09/2020
- Inbound Marketing 09/2020

- Excel 2016 Essential Training
- Time Management Fundamentals
- Visual Communication using Adobe Photoshop CS4

01/2019

11/2018

05/2013

## LANGUAGES

- English: Native
- Japanese: Novice
- 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)
- Social media (Certified)
- Video and audio editing
- Windows
- WordPress

### Soft Skills

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