

# Claire Ferrin

**Citizenship:** U.S.

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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 – Content Creator & Game Journalist**

01/2010 – Present

*Remote*

Freelance, 15 hours per week

- Actively produce videos for two separate YouTube channels.
- Design branding, configure metadata for SEO, and manage monetization.
- Created an active community of followers on both YouTube and external social platforms.
- Published over 700 articles and other features in both written and video format.
- Collaborate with video game publishers and PR firms to get games featured.

## 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.
- Sociological studies focused on survey techniques, statistical sampling, and data analysis.
- Minor studies focused on digital marketing, analytics, and social media management.
- Two years of Japanese language study.

## CERTIFICATIONS

- |  |         |
|--|---------|
| • 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