

# Claire Ferrin

cferr92@gmail.com ❖ Orange Park, FL, USA

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## WORK EXPERIENCE

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### Ethos Risk Services

Oct. 2022 – Present

Digital Fraud Investigator

*Remote*

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

### National Security Agency (NSA)

Feb. 2022 – Sep. 2022

Multidisciplined Language Analyst

*Fort George G. Meade, MD*

- 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)

Sep. 2019 – May 2020

Social Media Intern

*Remote*

- Actively moderated and 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 media channels.
- Co-created content filters for VA social media channels and training material for new interns.

### Freelance

Jan. 2010 – Present

Content Creator and Game Journalist

*Remote*

- Actively produce videos, design branding, and configure SEO metadata for a network of YouTube channels.
- 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 major publishers and public relations firms to produce coverage for new releases.

## EDUCATION

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### Florida International University (FIU)

Dec. 2020

Bachelor of Arts (B.A.), Asian Studies and Sociology, Minor: Social Media and e-Marketing Analytics

*Remote*

- Graduated Summa Cum Laude, Phi Beta Kappa Honor Society, 3.96 GPA, and Dean's list every semester.
- Asian studies focused on history, culture, geography, society, and language in both Japanese and Chinese.
- Sociological studies focused on survey techniques, statistical sampling, data analysis, and data visualization.
- Social media and marketing studies focused on digital marketing, data analytics, and social media management.

## CERTIFICATIONS, SKILLS & INTERESTS

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- **Certifications:** Excel 2016, Google Analytics, Photoshop, Social Media Marketing, Time Management
- **Hard Skills:** Adobe suite, Docker, journalism, Linux, Microsoft Office, photo/video/audio editing, Wordpress
- **Soft Skills:** Collaborative, communication, creativity, organized, problem-solving, resourcefulness, work ethic
- **Interests:** Community involvement, computers, cosplay, film, language learning, PC gaming, traveling, writing