

Ashley Clarke

Online safety enthusiast and community manager.

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EXPERIENCE

JeffreyM Consulting — Xbox Community Manager

Feb 2019 - PRESENT

Execute reactive social media engagement and social listening strategies to create an inclusive and active community with Xbox console users across multiple platforms including Twitter, Facebook, Instagram, and Youtube.

JeffreyM Consulting — Social AI Community Manager

Sep 2018 - Jan 2019

Execute team and social strategy for artificial intelligence through use of social listening, paid advertising, and collaboration with influencers across multiple platforms. Conducted proactive investigations into trolling communities such as 4chan and escalated possible negative Public Relations incidents to Project Management.

Indeed.com — Jr Data Coordinator

April 2018 - September 2018

Performed as team leader for New Product Commercialization (NPC). Assisted internal teams with account information and sales inquiries. Conduct testing and debugging for tool used to track queue work. Provide quality assurance for client subscriptions through verification of data accuracy.

Apex Systems — Xbox Live Online Safety Investigator

December 2015 - Jan 2018

Trailed Xbox Live Public and Cyber safety threats through deep dive investigations. Conducted fraud related incident management for external partners. Analyzed data sets using SQL and COSMOS to proactively find accounts conducting malicious behaviors.

ARMY National Guard

SKILLS

Software: Visual Studios, Microsoft Office, Brackets, Atom, JIRA, Git Bash.

Business Competencies: Sprinklr, COSMOS, Git, Github, Customer Service, Data Coordination, Data Analysis, team oriented communication, and leadership experience.

Code Competencies: SQL, HTML, CSS, Javascript, jQuery.

Projects

Community Writing Contest: Assisted in and engaged with community contest that encouraged writers to challenge their skills.

Fraud Prevention Query: Wrote a query after noticing irregular data sets in accounts that were using stolen credit cards.

Dossing and Doxing Query: Wrote a query to proactively found accounts making online safety threats.

July 2011 – May 2017

I was in multiple roles starting as a private (E-2). My Horizontal Engineer unit picked up additional duties from the state such as CERFP where we conducted Search and Rescue operations. When I became a Cadet I was placed into multiple leadership roles that included Platoon Leader where I would oversee and run training exercises in addition to construction sites. I also was the Executive Officer's Assistant. I consistently scored in the top of my battalion for Physical Training and earned multiple awards.

EDUCATION

University of Washington - Full Stack Flex Coding Bootcamp

July 2019 – January 2020

Focuses on learning Full Stack MERN technologies. Mern stands for MongoDB, Express, React, Node.js

Oregon State University — Psychology

January 2012 – June 2016

I was part of ARMY ROTC, ARMY National Guard, and OSU boxing team while pursuing degree.