

**Claire Jamis**

Cagayan de Oro, Philippines

jamisclaire@gmail.com

## Professional Summary

Detail-oriented and customer-focused professional with experience in community engagement, customer support, digital operations, and workflow management. Skilled in handling customer communications, coordinating with teams, managing online communities, and improving operational processes. Experienced in fast-paced environments requiring organization, problem-solving, and strong interpersonal communication. Passionate about creating positive user experiences and supporting community growth through efficient operations and engagement strategies.

## Education

**BS in Information Systems (2024)**

Xavier University – Ateneo de Cagayan

## Core Skills

- Community Engagement & Support
- Customer Service & Issue Resolution
- Social Media & Online Community Management
- Communication & Team Collaboration
- CRM & Workflow Management
- Process Coordination & Operations Support
- Email Communication & Client Relations
- Data Entry & Reporting
- Content Moderation & Audience Engagement
- Time Management & Organization

## Professional Experience

### Meta Ads Specialist

Cup Up Projects | 2024–2026

- Managed client communication and coordinated campaign updates to ensure smooth project execution

- Monitored campaign performance and prepared organized reports for clients and internal teams
- Collaborated with different stakeholders to align strategies and improve customer engagement
- Assisted in handling inquiries and maintaining strong client relationships
- Conducted testing and optimization to improve operational efficiency and campaign results

## **Email & Automation Specialist**

Lake Therapy | 2025–2026

- Managed client communication workflows and automated support processes
- Coordinated monthly newsletters and engagement campaigns to strengthen community relationships
- Assisted with administrative and operational tasks to maintain smooth daily operations
- Tracked campaign performance and organized marketing reports for management review
- Supported customer retention initiatives through proactive outreach and communication

## **Digital Marketing Manager**

Outsourced Doers | 2024–2025

- Managed social media communities by responding to audience engagement and customer inquiries
- Coordinated content planning, scheduling, and communication across multiple platforms
- Worked closely with team members to ensure timely execution of projects and campaigns
- Assisted in website and funnel management to improve customer experience
- Organized marketing assets, reports, and operational workflows

## **Customer Support Representative**

Teleperformance | 2022

- Assisted customers with inquiries and issue resolution in a fast-paced support environment
- Maintained professional communication while handling customer concerns
- Collaborated with team members to improve customer satisfaction and workflow efficiency
- Accurately documented customer interactions and support cases

## **Facebook Ads Manager**

## MECS Auto Seat Cover | 2019–2023

- Managed customer inquiries through inbox and comments across social media platforms
- Strengthened online presence through consistent audience engagement and communication
- Coordinated marketing activities and content planning to support business growth
- Assisted in maintaining positive customer relationships and community interaction