Content Moderator / Social Media Content Reviewer / Online Community Manager / Digital Community Specialist / Social Media Customer Support Specialist / Executive Assistant / Personal Assistant (PA) / Administrative Coordinator / Office Manager / Communications Officer / Digital Communications Specialist / Content Writer / Copywriter / SEO Content Creator

Crystal Marice Mendoza

Preferred country or city:	Czechia
Salary:	From 1000 EUR
Sector of activity	Administration, middle management
Employment Type	Full time
Ready to relocate	Yes

CV content description

Versatile professional with 10+ years in content moderation, social media management, executive support, and operations. Proven expertise in crisis management, digital strategy, and stakeholder engagement. ✔ Social Media & Content Moderation – Managing user interactions, enforcing policies, and protecting brand reputation. ✔ Online Community Management – Engaging users, fostering advocacy, and enhancing digital presence. ✔ Executive & Administrative Support – Supporting C-level executives, optimizing workflows, and managing correspondence. ✔ Operations & Project Management – Streamlining processes, coordinating teams, and driving efficiency. ✔ Digital Strategy – Content creation, basic SEO ✔ CRM & Customer Experience (CX) – Managing omnichannel interactions, improving engagement, and boosting retention. ✔ Multilingual Communication & Stakeholder Relations – Fluent in English (C1, IELTS Certified) and Filipino. ✔ Website & Content Management – Building and optimizing websites (WIX, WordPress)

Experience

01.08.2018 – Till the present day

Concentrix

Social Media Customer Service Supervisor | Senior Digital Operations Specialist

Key Skills & Expertise: • Social Media Customer Advocacy & Communications • Social Media Customer Service & Community Management • Crisis Communication & Brand Reputation Management • Executive & Administrative Support • Content Writing & Digital Engagement Strategies • Brand & Content Strategy • Operations & Project Coordination • Data-Driven Customer Experience Optimization • Executive & Administrative Operations Professional Experience & Achievements: • Led & optimized four social media functional teams for 6+ years in a fully remote global setup, achieving a 100% VOC score consistently. • Developed and executed crisis communication strategies, successfully mitigating brand-damaging PR issues and transforming negative sentiment into brand loyalty. • Achieved 130.77% of NPS targets, exceeding performance benchmarks by 30.77% through strategic customer engagement and sentiment analysis. • Consistently attained a 100% CSAT score, strengthening customer satisfaction and reinforcing brand trust. • Collaborated with executives and business leaders across North America, APAC, and EU to ensure seamless support and brand-aligned messaging. • Analyzed social media data & customer insights, proactively addressing detractor concerns and improving customer journeys. • Played a key role in content planning and editorial execution, ensuring consistency in brand voice across digital platforms. Industry Recognition & Awards: • #1 Tech Support Team – LaptopMag's 2021 & 2022 Tech Support Showdown • Perfect Scorecard – LaptopMag's 2023 Tech Support Showdown • Bronze Award – 2022 CX Asia Excellence Awards (Best Social Media Experience) • Honorary Mention – 2023 CX Asia Excellence Awards Supported Social Media Channels: Facebook • Twitter • Reddit • Official Community Forum • Trustpilot Service Reviews • Amazon Reviews • Amazon Q&A • Bazaarvoice Q&A • GooglePlay Reviews • iOS Apps Reviews • Instagram • YouTube • Google Business Reviews

01.02.2024 – 01.07.2024

Founding Good Foundation

Executive Assistant to CEO | C-Suite Administrative Operations Specialist

Key Skills & Expertise: • Executive Support & Operations: Managed high-level administrative tasks, ensuring seamless CEO operations. • Website & Content Management: Designed, built, optimized, and maintained a startup website, enhancing brand presence. • Market Research & Business Development: Conducted research to support strategic decision-making and partner outreach. • CRM & Stakeholder Management: Maintained CRM database, automated contact options, and streamlined communications. • Marketing & SEO: Coordinated blog content, and optimized SEO strategies. Achievements: • Optimized digital presence by designing a professional startup website. • Enhanced internal communication by drafting business proposals, funding documents, and executive reports. • Led intern training programs, improving workflow efficiency. • Translated corporate content (blogs, web pages, presentations) from Dutch to English, broadening audience reach. • Implemented email automation, improving engagement and response times.

01.05.2023 – 01.03.2024

Canadian Therapy Clinic

Healthcare Operations Manager | Executive Administrative Coordinator

Key Skills & Expertise: • Executive & Administrative Support: Managed meetings, email correspondence, and refined process documents. • Client & Stakeholder Communication: Liaised between CEO, therapists, and clients, ensuring seamless interactions. • Legal & Policy Compliance: Drafted legal documents, enforced confidentiality protocols, and implemented insurance policies. • Website & Social Media Management: Optimized website content, managed Google Business reviews, and executed social media campaigns. • Operations & Process Improvement: Streamlined scheduling, expense validation, and filing systems for efficiency. • Sales & Data Analysis: Monitored sales reports, providing actionable insights for growth. Achievements: • Enhanced brand visibility by developing therapist profiles and executing strategic marketing campaigns. • Boosted client engagement through improved website UX and targeted social media ads. • Strengthened operational efficiency by refining internal policies and appointment scheduling. • Maintained strict confidentiality in handling sensitive client and legal documents.

01.04.2017 – 01.07.2018

United Nations High Commissioner for Refugees

Partnerships & Fundraising Coordinator | Donor Relations & Communications Specialist

Key Skills & Expertise: • Donor & Stakeholder Engagement: Built and nurtured partnerships with donors, volunteers, and stakeholders to strengthen UNHCR initiatives. • Fundraising & Campaign Strategy: Implemented telemarketing and email marketing campaigns, driving increased donor participation and contributions. • Advocacy & Public Engagement: Expanded outreach efforts through targeted communication, amplifying support for refugee causes. • Administrative & Logistical Support: Coordinated partnership initiatives, ensuring smooth execution and alignment with organizational goals. • Strategic Communication: Enhanced UNHCR's visibility through proactive stakeholder engagement and relationship management. Achievements: • Increased donor retention by fostering long-term relationships and improving donor care strategies. • Boosted fundraising impact through data-driven marketing campaigns that maximized outreach and engagement. • Strengthened global partnerships by facilitating impactful collaboration between stakeholders and UNHCR.

Education

Higher
English – native-or-bilingual