



JEREMY

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

FREELANCE DIGITAL MARKETING COORDINATOR & VIRTUAL ASSISTANT

Remote | August 2023 – Present (2 Years, 6 Months)

- Manages social media and paid advertising campaigns across Meta and Google Ads, improves SEO performance for lead generation, updates and maintains websites, and provides virtual assistance and project coordination support to clients.

FREELANCE SUPPORT ENGINEER & VALIDATOR LEAD

Microsoft (Amplify) | Remote | July 2024 – July 2025 (1 Year)

- Delivered high-SLA Microsoft 365 technical support, improved data validation accuracy, ensured workflow efficiency, and maintained strong client satisfaction through remote support operations.

FREELANCE SCHEDULER

Entrust Respite Inc | Remote | February 2024 – September 2024 (8 Months)

- Coordinated multi-site staff scheduling, maintained productivity and compliance standards, and served as the main point of contact for operational and staffing concerns.

FREELANCE DIGITAL MARKETING COORDINATOR

Tuft & Weave | Remote | July 2023 – March 2025 (1 Year, 9 Months)

- Managed PPC campaigns that increased traffic by 40%, improved CTR by 25%, reduced ad spend, and enhanced brand visibility through SEO and social media optimization strategies.

GOOGLE ADS STRATEGIST

Concentrix (Google Account) | Hybrid | January 2023 – June 2024 (1 Year, 6 Months)

- Optimized paid campaigns to boost traffic by 50%, improved ROI by 25%, reduced CPC by 20%, enhanced CTR by 25%, and consistently surpassed performance KPIs.

L1 TECHNICAL HELPDESK

EMAPTA | Remote | October 2022 – January 2023 (4 Months)

- Provided Microsoft 365 technical support, resolved network configuration issues, reduced escalations, and improved workflow efficiency.

L2 HOSTING SUPPORT

Sutherland (GoDaddy Account) | Remote | February 2019 – October 2022 (3 Years, 9 Months)

- Delivered technical support for hosting, domains, Microsoft 365, SEO, and email marketing services while increasing cloud sales by 25% and maintaining high customer satisfaction.

SKILLS/AREAS OF EXPERTISE

- Social Media Management & Growth Strategy
- Paid Advertising (Meta & Google Ads)
- Email Marketing & Automation
- Lead Generation & Funnel Optimization
- Website Design & Management (WordPress)
- Conversion Optimization & Qualified Lead Attraction
- SEO Strategy & Keyword Research
- PPC Campaign Management & Performance Analysis
- Content Creation & Video Marketing

TECHNOLOGY

- HubSpot
- Meta Business Suite
- Meta Ads (Facebook & Instagram Ads)
- Google Analytics
- LinkedIn
- TikTok
- WordPress
- Canva
- Adobe Photoshop
- Adobe Illustrator
- Clipchamp
- CapCut
- Hootsuite
- Asana
- Monday.com
- Trello
- Notion

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