

# Jomari Arciaga

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## EXPERIENCE

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### Token Minds

Remote

#### COMMUNITY MODERATOR

February 2023 – Present

- Monitor community activity to ensure that members are following the community guidelines and behaving appropriately.
- Answer user inquiries via DM, community chat, or ticket system, and resolving them in a timely manner.
- Enforce community guidelines to ensure that members are following the rules. This involves warning, kicking, or banning those users who will violate the guidelines.
- Foster engagement within the community by encouraging discussion and participation among users. Includes starting conversations, asking questions, posting trivia and infographics that are related to the interests of the members.
- Encourage community members to share their feedback and ideas for improving the community and implement them where possible.
- Organize and promote community events, contests, and other activities to increase member participation and build relationships.
- Conduct regular audits to the server's growth and stay up-to-date with the latest trends and best practices in online community management and implement them in the Discord community as appropriate.

### Virtudesk

Remote

#### GENERAL VIRTUAL ASSISTANT

November 2022 – February 2023

- Sorts, responds, and organizes emails for the client.
- Schedule appointments, set reminders, and manage the client's calendar.
- Handle paperwork, data entry, and other administrative tasks as needed.
- Create and schedule social media posts, respond to messages and comments, and monitor social media activity.
- Create high-quality materials such as flyers, brochures, and advertisements that align with the brand's vision, identity, and target audience.
- Responds to customer inquiries, complaints, and feedback on behalf of the client.
- Make travel arrangements, such as booking flights and hotels, and creating itineraries.

### Fast Logistics Corporation

Manila, PH

#### HR - EMPLOYEE RELATIONS SPECIALIST

August 2019 – June 2022

- Developing and implementing employee communication strategies: Involves creating and scheduling emails or social media posts to communicate with employees about company policies, benefits, or other important information.
- Managing employee records: Involves entering and updating employee data in company's system or database, as well as maintaining accurate and up-to-date records for things such as performance evaluations, training, and benefits.
- Responding to employee inquiries: Involves answering employee questions or concerns via email or social media, or directing employees to the appropriate resources for assistance.
- Conducting employee surveys: Involves collecting and analyzing employee feedback through surveys or other means, and using the results to inform decisions related to employee relations.
- Organizing employee events: Involves coordinating company-wide events such as company picnics or team-building activities, as well as smaller events such as team meetings or training sessions. Also includes pulling addresses for direct mailings in order to invite employees to these events.

## SKILLS

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**Community Management:** Discord Server Creation, Bot Management, Server Moderation, Analytics Reports

**Graphic Designing:** Templates, Flyers, Brochures, Ads, Video Editing, Adobe Collections

**Virtual Assistance:** Email Management, Calendar Management, Appointment Setter, Graphic Designing, Admin Tasks

## PROJECTS

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### Cryptodemons & Angels

A HIGH RESOLUTION SOLANA BASED NEXT GENERATION NFT COLLECTION.

<https://www.demonsangelsnft.com/>

### Aeddon Metaverse

A NEW AND EXCITING VIRTUAL WORLD THAT COMBINES BLOCKCHAIN TECHNOLOGY, GAMING, AND AUGMENTED REALITY

<https://www.aeddon.com/>

## EDUCATION

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## **AWARDS**

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- March 2018 **Dean's Lister Award**, An academic award to recognize the level of high scholarship demonstrated in the university for S.Y. 2017-2018.
- March 2017 **Dean's Lister Award**, An academic award to recognize the level of high scholarship demonstrated in the university for S.Y. 2016-2017.
- March 2016 **Dean's Lister Award**, An academic award to recognize the level of high scholarship demonstrated in the university for S.Y. 2015-2016.
- March 2015 **Dean's Lister Award**, An academic award to recognize the level of high scholarship demonstrated in the university for S.Y. 2014-2015.