

JORDAN RAYE (they/them)

✉ kaylajordan@gmail.com [in](#) jordan-raye [📞](#) 415-730-2751

EDUCATION

UC SAN DIEGO — *BA in Communications & Ethnic Studies, received September 2018*

PROFESSIONAL EXPERIENCE

SF CHICKEN BOX — *Operations Manager & Media Associate*

APRIL 2019 - PRESENT | SAN FRANCISCO, CA

- Drives social media marketing and content development, including videos, photos, images, and copy, for an established thriving small business.
- Designing event bills and postcard mailers using Adobe Creative to max-out promo events hosting 100-150 people; created menu and in-store signage.
- Establishing and maintaining daily tasks of operations, donor management, handling cash, opening and closing, and engaging patrons.

TWILIO — *Guest Services Coordinator*

JANUARY - MARCH 2020 | SAN FRANCISCO, CA

- Supported Workplace and Guest Services Experience team with triaging ticket requests via Zendesk.
- Worked in tandem with the Physical Security team to ensure all employees, external guests, and vendors obtained appropriate badging.
- Assisted with onboarding new employees, including badge activation and office tours.
- Answered and triaged messages from incoming public phone calls to be directed to appropriate departments.

INTERNSHIPS & PROJECTS

BOBBIE REYES TALKS — *Production Assistant and Content Creator*

MAY - SEPTEMBER 2019 | HAYWARD, CA

Captured videos of live workshops in Berkeley, Oakland, and Hayward schools for Bay Area 2nd to 12th graders on navigating life, college, and entrepreneurship. Converted raw content into 30-second Instagram videos, trailers, and a 4-minute mash-up highlight reel for @bobbie_jessyll and her 1,600+ followers.

ASIAN & PACIFIC ISLANDER STUDENT ALLIANCE — *Engagement & Impact Intern*

MARCH - JUNE 2018 | LA JOLLA, CA

Organized student engagement programs to larger campus communities via Facebook and Twitter in partnership with the APSA Community RISE Coordinator. Collaborated and facilitated accessible student-initiated educational programs for the purpose of engaging in and learning about social justice, education, equity, and holistic wellness.

FILIPINO ADVOCATES FOR JUSTICE — *Administrative Assistant & Youth Lead*

JULY - SEPTEMBER 2017 | OAKLAND, CA

Reported to the Executive Director, aided in administrative tasks, promoted the organization via Facebook and Twitter, and helped set up, facilitate, and host community events and workshops. Coached immigrant, 1st & 2nd gen. Filipinx & Filipinx American youth to effectively use Buffer to drive social media campaigns around equity and social justice issues.

SKILLS

APPLICATIONS — Google Suite, Microsoft Suite, Zendesk, Expensify, Envoy, Package Zen, Slack

SOCIAL MEDIA & MARKETING — Facebook, TikTok, Instagram, Twitter, Snapchat, Youtube, Wordpress, Visual storytelling, Print & direct mailer

CREATIVE MEDIA SOFTWARE — Adobe Premiere Pro, Adobe Illustrator, Adobe Photoshop, Canva, Procreate

POST-PRODUCTION EXPERTISE — Video & Photo editing, Audio tuning, Music/scoring, Color correction, Film formatting, Closed Captioning