

Euan Paulse

Community & Marketing Manager

Location: South Africa

LinkedIn: www.linkedin.com/in/euan-paulse-585b6b237

Availability: Open to full-time, remote & contract roles

Summary

Results-driven **Community & Marketing Manager** with over **3 years of experience** supporting brand growth, customer engagement, and online community operations. Proven ability to manage large digital communities, lead moderation teams, host live online events, and act as a bridge between customers and internal teams. Experienced working in fast-paced, remote environments and delivering consistent engagement outcomes. Holds a **completed BCom in Marketing Management**.

Key Skills & Competencies

- Community & Customer Engagement Management
- Social Media & Online Community Moderation
- Live Event Hosting & Coordination
- Outreach, Partnerships & Relationship Management
- Brand Communication & Online Reputation Management
- Content Coordination & Digital Communication
- Telegram, Instagram & Social Platforms
- Graphic Design & Digital Content Creation (Canva)

Professional Experience

Lead Moderator

Reign of Titans (Sub-project of Fortune 500 company, **AB InBev**)

February 2024 – January 2026

- Led moderation operations for a **10,000+ member** global online community linked to an enterprise-level parent company
- Supported day-to-day **administrative and operational tasks**, including documentation, reporting, and coordination using **Microsoft Word/Docs and Microsoft Excel/Sheets**
- Assisted senior team members with community operations, internal processes, and information management
- Acted as a reliable communication link between internal teams and the community, ensuring clarity and professionalism
- Assisted with tracking engagement metrics and reporting community insights to internal teams
- Collaborated with team members on brand communication and online growth initiatives

Community Moderator / Head of Outreach Management

Excellerate - Digital Community Management Agency

January 2022 - September 2022

- Managed and moderated online communities for **20+ client brands** across digital and tech-focused industries
- Led outreach and partnership initiatives to expand brand visibility and engagement
- Coordinated digital campaigns, events, and launches in collaboration with internal teams
- Built strong working relationships with founders, managers, and stakeholders

Key Achievements

- Supported and managed **25+ digital communities and brand projects**
- Led moderation and engagement initiatives for a **10,000+ member, enterprise-backed digital community**
- Successfully hosted and coordinated live events that improved participation, engagement, and community trust

Education

Bachelor of Commerce (BCom) – Marketing Management

MANCOSA

Completed

Additional Information

- Strong understanding of digital community dynamics and customer engagement
- Comfortable working in fast-paced, deadline-driven environments
- Collaborative, proactive, and adaptable team player

References available upon request