

# Euan Paulse

## Community & Marketing Manager

**Location:** South Africa

**LinkedIn:** [www.linkedin.com/in/euan-paulse-585b6b237](https://www.linkedin.com/in/euan-paulse-585b6b237)

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

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## 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**.

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## 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)
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## 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

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## 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

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## 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

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## Education

**Bachelor of Commerce (BCom) – Marketing Management**

**MANCOSA**

**Completed**

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## 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

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**References available upon request**