MELANIN

COMMUNITY AND OPERATIONS MANAGER

CONTACT

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PROFILE SUMMARY

Community and operations professional with experience supporting fast-growing Web3 startups across community management, business operations, customer support, and social media. Skilled at building engaged communities on Discord, Telegram, Farcaster, and X, managing day-to-day operations, creating educational content, and turning community feedback into product improvements. Comfortable working across multiple teams in fast-paced remote environments.

EDUCATION

ADEKUNLE AJASIN UNIVERSITY

- B.SC COMPUTER SCIENCE

TOOLS

- Discord • Telegram • Farcaster • X (Twitter) • Jira • Notion • Slack • Google Workspace • Canva •
- Trello

SKILLS

- Community Management
- Community Strategy
- Customer Support
- Business Operations
- Social Media Management
- Community Moderation
- Creator Relations
- Content Marketing
- Documentation
- Market Research
- Project Coordination
- Cross-functional Collaboration
- Effective Communication

WORK EXPERIENCE

Ponder LLC. MARCH 2025 - DEC 2025

Community Manager

- Manage and support the community across Farcaster, and X.
- Respond to user questions, troubleshoot issues, and maintain a positive community experience.
- Plan and execute engagement campaigns, contests, and educational initiatives to increase participation.
- Write announcements, onboarding content, FAQs, and product updates.
- Collect community feedback and work closely with the product team to improve the user experience.
- Monitor community sentiment and provide actionable insights to internal teams.

Community Moderator AUGUST 2025 - NOV 2025

Irys

- Moderated Telegram communities and supported users across multiple time zones.
- Answered community questions and escalated technical issues to the appropriate teams.
- Collected product feedback and communicated recurring community concerns internally.
- Helped maintain a welcoming and informative environment for builders and creators.

Business Operations Manager NOV 2024 - FEB 2025

Super (*formerly Supercast*)

- Supported daily business operations for a remote Web3 startup.
- Managed customer support requests and creator onboarding.
- Improved internal documentation and operational workflows.
- Coordinated across teams to ensure projects and support requests were completed efficiently.
- Assisted with product testing, issue reporting, and process improvement.

Discord Community Moderator

2023 - PRESENT

- Moderated DAO and NFT communities with thousands of members.
- Enforced community guidelines while encouraging healthy discussions.
- Assisted with member onboarding, announcements, and community events.
- Supported moderators and community leads during campaigns and launches.

Content Writer

APRIL 2021 - MARCH 2023

Contentika

- Wrote SEO-focused blog posts, product content, and marketing articles.
- Conducted keyword and competitor research to improve content performance.
- Created engaging content across multiple industries while meeting editorial deadlines.