Oladapo Badiru

Phone: +234 903 470 5645
Email: badiruoladapo@gmail.com

_____

SUMMARY

Experienced Web3 professional with 4 years of expertise in user support, community management, and decentralized applications (dApps). Proven track record of handling user interactions, resolving technical issues, and ensuring seamless experiences in blockchain-based projects. Passionate about empowering users in the Web3 space through efficient and empathetic communication.

.

SKILLS

- User Support and Issue Resolution
- Chat Support (dApp environments)
- Blockchain Technoligies & Smart Contracts
- Community Engagement & Management
- Technical Troubleshooting
- Kowledge of NFTs, DAOs and Web3 Ecosystems
- Strong Communication & Collaboration

WORK EXPERIENCE

Customer Success Manager
KamiNFTs
August 2023 – Present

- Handled user interactions ensuring smooth operations within the NFT trading ecosystem.
- Resolved issues related to wallet connectivity, smart contract interactions, and account management.
- Delivered educational content to users, increasing adoption of Web3 technologies.

Community & User Support Specialist
Meta Tattoo Club (NFTProject)
April 2022 – January 2024

- Acted as the primary point of contact for users, answering inquiries via chat and social platforms.
- Monitored and maintained user experience for NFT-related transactions and integrations.
- Organized community events and facilitated clear communication about project updates

Support Team Member
Distortion Studios
February 2022 – December 2023

- Provided real-time chat support for dApp users, addressing technical and account-related issues.

- Guided users through the onboarding process and resolved queries about Web3 functionalities.
- Collaborated with developers to identify and address bugs in blockchain-based applications.
- Ensured user satisfaction and retained a high level of engagement within decentralized platforms.

Education
University of Medical Sciences
Bachelor of Dental Surgery, 2024

References

Available upon request