1. **User-Data Management Group**
2. Provide secure login/logout functionality with multi-factor authentication.
3. Allow users to deactivate and reactivate accounts securely.
4. Implement an intuitive and secure password recovery process with email and SMS verification.
5. Maintain a highly encrypted database system for securely managing user data.
6. Ensure compliance with data privacy regulations (e.g., GDPR, CCPA).
7. **Product Development Team**
8. Develop and maintain the CustomThreads platform with continuous updates.
9. Ensure seamless integration of design tools, payment systems, and order processing.
10. Implement strong security protocols to protect user and transaction data.
11. Optimize platform performance for both web and mobile applications to ensure fast load times.
12. Conduct regular testing and debugging to enhance user experience and system reliability.
13. **Customer Support Team**
14. Provide 24/7 customer service with multi-channel support (chat, email, phone).
15. Assist users with order-related queries, refunds, and modifications.
16. Address concerns related to design tools, payment issues, and subscription management.
17. Maintain and update a comprehensive knowledge base and FAQ section.
18. Gather user feedback to improve customer service and overall platform experience.
19. **Finance Team**
20. Manage transactions, order payments, and process refunds efficiently.
21. Process commission payments for designers on a scheduled basis.
22. Generate, analyze, and maintain financial reports for revenue tracking.
23. Oversee subscription fee collection and notify users of payment failures.
24. Ensure compliance with financial regulations and fraud prevention measures.
25. **Advertising Team**
26. Manage and monitor advertising campaigns to maximize outreach.
27. Track and analyze ad performance using real-time analytics.
28. Filter and update ad content to ensure relevance and compliance with policies.
29. Educate users through onboarding tutorials, webinars, and promotional content.
30. Optimize ad placements to enhance user engagement and platform revenue.