Donald Anyamba

Customer Support/Community Mangement/Technical Writer

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LinkedIn

https://www.linkedin.com/in/donaldraph

Confident, reliable, energetic, self-motivated, and forward thinker with over 4 years of experience in service delivery and proven multitasking abilities. Expertise in customer support, community management, content creation, and technical writing. Committed to maintaining long-term professional relationships that will boost business outcomes in the blockchain industry.

Core Competencies

Complaint resolution

Administrative support

Excellent Team building

Critical thinking

Organizational and Time management

Written Communication

Multitasking Abilities

Technical research

Work History

2022-04 - Current

Customer Support Executive

Bitflex Exchange, Remote

- Always being proactive in creating engagement with users
- Built strong relationships with field operations team to support business development opportunities and improve service.
- Listened to customers' questions and concerns to provide answers or responses.
- Document and update all standard response procedures for team reference
- Moderate channels and ensure safe place for users to communicate
- Remove content or communications that are unrelated to brand or exchange from respective platforms.
- Disseminate brand content in channels that is directed by PR team

- Documenting feedback from users to be submitted product or service improvements
- Work closely with campaign team to monitor and control campaign communications

2020-12 - Current

SKALE Network Brand Ambassador

SKALE Network, Remote

In this role, I teamed up with fellow ambassadors to create content for SKALE, boosting engagement across all social media handles.
Donald's competency at work earned him extra role of managing SKALE Africa Telegram group, taking questions concerning SKALE as well as building the community.

2021-01 - 2021-11

Community Moderator

Akash Network

- Developed and implemented unique and engaging activities for Akash Community.
- Moderated community activities and kept the community engaged.

2020-12 - 2021-11

Customer Service Representative

TrustSwap, Remote

In this full-time role,
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns on their respective platform.
- Responded to customer requests for services and company information.
- Referred customers to Technical Team and followed it up until issues are resolved and customers satisfied.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Provided primary customer support to internal and external customers.

2020-10 - 2021-03

Contributing Writer

OpenOcean

- Created briefs, features and general content articles.
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.

Education

2017-09 - 2019-08

Agricultural And Bioresources Engineering

Federal Polytechnic - Anambra State, Nigeria

2021-07 -
2021-09

Certified Ethical Hacking- CEH

EC Council University - New Mexico, USA

2021-11 -
Current

Blockchain Mastery: Blockchain And Bitcoin Mastery

Moralis Blockchain Academy

- I understood how and why gold is money, how money is supplied, and much more. At the end of this course, i have a clear understanding of how the current monetary system functions. And why Bitcoin and Crypto are so revolutionary.
- I learnt about Proof of work (POW), Proof of Stake (POS), UTXOs, Forks and much more.
- How Ethereum Virtual Machine works, what ERC20 tokens are, and valuable insights into the power and functionality of Smart Contracts.
- I Learned how traditional IT infrastructure works, and how to apply decentralization to these existing frameworks for Web3 products. Gained the knowledge and confidence to manage projects and teams

2020-02 -
2020-09

Complete Web Development Bootcamp

Udemy

I went from beginner to intermediate level programmer.
Learnt the basics of programming, starting from HTML to Javascript for frontend development and Node.js, APIs, SQL for backend development.
I learnt how to deploy with the Github pages, Heroku and MongoDB Atlas.

⚑ Languages

English

Excellent

Asusu Igbo

Excellent

Nigerian Pidgin

Excellent

⚐ Hobbies

- Table Tennis
- PC Games
- Reading
- Traveling
- Learning new techs.