

Summary

A problem-solver at heart who stepped into Web3 through community building with music NFTs. My journey started with helping artists mint their first NFTs, which sparked my curiosity about digital ownership. I believe good operations are the backbone of any successful project.

Education

Bachelor of Arts in English

National Taiwan Normal University, Taipei

2010 - 2016

Experiences

SEO Content Editor, Welly

2023 - 2024

- Created Google Sheets and Trello dashboards for tracking project timelines
- Demonstrated adaptability in a fast-paced environment by delivering 10+ articles per month, collaborating across multiple departments

Customer Success Associate, OurSong

2020 - 2021

- Managed day-to-day operations for a Web3 startup, including answering Zendesk tickets and maintaining NFT documentation in both English and Mandarin
- Utilized Google Sheets to track user metrics and create automated reporting systems, demonstrating strong analytical and formula skills
- Coordinated user interviews and feedback sessions for product improvements, successfully recruiting 200+ international participants
- Handled communications across Discord and Gather Town for a team of 5+ members

Localization Editor, Chineasy

2019 - 2022

- Thrived in a startup by wearing multiple hats across design, editing, and marketing
- Utilized Asana to streamline project management and track deliverables across teams

Skills

- Community Management: Discord, Telegram, Gather Town, Zendesk
- Project Management: Notion, Trello, Slack, Asana
- Platforms: Experience with CEX/DEX interfaces, NFT marketplaces