

MEHUL MITTAL

CUSTOMER SUPPORT (WEB3) | ZENDESK SPECIALIST

 grok2801@gmail.com •  India (UTC +5:30) •  Remote

ABOUT ME

Web3 support specialist with 3+ years experience assisting global communities. Skilled in Zendesk, wallet troubleshooting, ticket triage, and documentation. Calm problem-solver with a strong track record of user education, escalations, and cross-team coordination in dynamic blockchain environments.

CORE SKILLS

- Web3-focused customer support
- Zendesk proficiency
- Multilingual communication (English, Hindi)
- Ticket management & escalation
- Troubleshooting wallets, NFTs, and DeFi protocols
- Knowledge base & FAQ creation

EXPERIENCE

Customer Support, Game7HQ

- Provided multi-channel support (Zendesk, Discord, Telegram) to a global user base.
- Handled technical queries, wallet troubleshooting, and product usage issues for a large gaming DAO.
- Escalated bugs and feature requests to engineering and product teams.
- Contributed to extensive support documentation and FAQs.
- Tenure: 1.5 years

Moderator & Community Manager Roles

- Game7HQ
- Universal Health Token
- Space Nation
- Wayfinders
- Sage Airdrops

TECHNICAL EXPERIENCE

- Tools: Zendesk, Discord, Telegram, Slack
- Web3 Ecosystem: Wallets, NFTs, DeFi protocols, DAOs
- Product Feedback: User advocacy and structured reporting to product and engineering

EDUCATION

Bachelor of Business Administration in Finance (2021–2024)

Mats University

ADDITIONAL INFORMATION

- **Languages:** English, Hindi.
- **Location:** India (UTC +5:30) Can work across global time zones