

MERCY THADDEUS

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KEY SKILLS

Soft Skills

Empathy
Team-work
Organization
Time-Management
Conflict Resolution
Communication

Tech Skills

HTML/CSS
JAVASCRIPT
Blockchain /Web3
Copywriting
Discord/Telegram
creation + Bots set up

PROFESSIONAL OBJECTIVE

A Blockchain and Cryptocurrency enthusiast with up-to-date knowledge of the space. A full-time or independent contractor position to help your organization improve customer support and satisfaction efforts in creative ways by focusing on the users to design experiences that work and are fun, easy to adopt, and profitable. Seeking a balance of hands-on engagement, management, and leadership responsibilities.

Speciality: Content Creation, Community Management, Cryptocurrency, Community Moderation, Community Building

PROFESSIONAL EXPERIENCE

Discord Manager | Passive Income NFT Club (website: <https://passiveincomenftclub.com>)

The Netherlands

October 2022 – Present

PINC invests in NFT sets that create passive income. The revenues are shared between PINC NFT holders.

- 👉 Responsible for providing technical support and troubleshooting for community members who have issues with their Discord account or using the discord server.
- 👉 Responsible for customizing and configuring server settings to meet the needs of the community and organization.
- 👉 Developing and implementing moderation strategies to ensure that the server remains safe and welcoming for all members including creating and managing bots to automate tasks and provide additional functionality.
- 👉 Keeping abreast of new features and updates to the Discord platform to stay informed about the latest tools and best practices for server management.

Community Moderator | Globe Exchange (website: <https://globedx.com>)

Seychelles

March 2021 – September 2022

An advanced cryptocurrency exchange for the trading of digital assets through perpetual futures contracts.

- 👉 Engaged community members and managed their queries and complaints. Collaborated with other community moderators to ensure tickets and support requests are effectively processed.
- 👉 Contributed to the development of helpful content (FAQs, Blog posts, How-to guides, etc.) for exchange's users, maximizing the company's value by 12%.
- 👉 Collected and analyzed users of the exchange's feedback and noted suggestions that helped improve service and client retention by 20% above the company's average.
- 👉 Built and maintained professional relationship with the marketing managers and tasked with a responsibility of Identifying and sourcing qualified candidates for open marketing positions within the company.

Community Moderator | GOGO Protocol (website: <https://gogocoin.io>)

United States

May 2021 – December 2022

A blockchain company constructing a user-friendly open source DeFi protocol for asset management and savings.

- 👉 Moderated conversations and content within the community on Discord and Telegram to ensure compliance with community guidelines and terms of service.
- 👉 Played a key role in fostering a sense of community and building relationships with community members and other stakeholders.

- 👉 Provided feedback and suggestions to the development team to improve the product and services based on community feedback and community metrics.

Community Moderator | V Systems (website:<https://v.systems>)

North Korea

August 2021 – October 2022

A blockchain platform that supports an efficient and agile development of decentralized applications.

- 👉 Interacted with active customers and community members and handled their queries and complaints. Worked closely with other community moderators to ensure efficient handling of tickets and support requests..
- 👉 Assisted with creating and curating community content to foster engagement and build a positive community atmosphere.
- 👉 Analyzed metrics and data to measure the effectiveness of moderation efforts and identify areas for improvement.

Community Manager | Blockbaroners (Telegram:<https://t.me/blockbaroners>)

India

January 2021 – August 2022

A Blockchain and Crypto Moderation and Engagement agency.

- 👉 Built successful, reputable, and profitable communities on Telegram, Discord, and Reddit for Blockchain, Cryptocurrency, and NFT projects.
- 👉 Ensure the execution of various community strategies across all clients' projects to boost engagement and reduce churn rate by 4.6%. Managed all the usual activities: AMA, Game Nights, Giveaways, Twitch highlights, Sneak peeks, and of course successfully launching apps.
- 👉 Ascertained to the safety and management of Discord/Telegram groups of 10,000+ members.

Ambassador | Oasis Protocol (website:<https://oasisprotocol.org>)

United States.

March 2022 – December 2022

A blockchain network protocol that provides a privacy layer for Web3

- 👉 Developed and executed marketing and outreach strategies to raise awareness and educate the public about the organization and its offerings
- 👉 Collaborated with other teams within the organization to ensure that the organization's message is consistent and aligned with its overall goals.
- 👉 Stayed abreast of industry trends and developments to stay informed about the organization's competitors and the broader crypto ecosystem.

PROFESSIONAL TRAINING

BINANCE BLOCKCHAIN FOR WOMEN BOOTCAMP (BBW)

Selected as top 300 participant over 5000+ applicants across the globe to participate in the fully funded 2-months blockchain bootcamp.

EDUCATION

UNIVERSITY OF ILORIN, KWARA. NIGERIA.

Bachelors of Science Education.