

# Swatantra Dwivedi

Community Operations Manager | Web3 Community Systems | People Management | Exchange Support

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## PROFESSIONAL SUMMARY

Community Operations Manager with strong experience managing large-scale Web3 communities and exchange support operations across Discord, Telegram, and social platforms. Proven track record in people management, community growth, engagement strategy, and process building. Skilled in handling high-volume user escalations including trading issues, KYC, deposits/withdrawals, and blockchain transaction troubleshooting. Experienced in collaborating with engineering, operations, compliance, and product teams to deliver fast resolutions and maintain community trust.

## CORE SKILLS

Community Operations & Strategy, People Management & Moderator Leadership, Community Systems & Process Building (SOPs, Escalation Flows, Templates), Discord & Telegram Community Management, Web3 Support (Wallets, Transactions, Confirmations), Crypto Exchange Support (Spot Trading, Deposits/Withdrawals, Listings, KYC), Campaign Execution (AMAs, Giveaways, Promotions, Announcements), Community Analytics, Sentiment Tracking & Reporting, Conflict Resolution & Crisis Handling, Cross-functional Collaboration (Engineering, Compliance, Operations, Marketing)

## TOOLS & PLATFORMS

Discord, Telegram, Twitter/X, Notion, Google Sheets, Trello, Community Moderation Bots, Web3 Wallets (MetaMask), Analytics Tracking

## PROFESSIONAL EXPERIENCE

### Community Manager

Bitoccean Global (OceanEX Exchange) — Freelance | Apr 2023 – Jan 2026 | Cayman Islands (Remote)

Part of the VeChain Ecosystem, supported by the VeChain Foundation

- Served as the primary community and support interface, managing high-volume user interactions across multiple platforms.
- Resolved complex issues related to spot trading, listings, order execution, deposits/withdrawals, KYC, and account security.
- Provided technical support for blockchain transactions including wallet operations, network confirmations, and transaction discrepancies.
- Collaborated closely with engineering, operations, and compliance teams to escalate, investigate, and resolve critical cases.
- Supported new token listings by assisting with project onboarding, launch readiness, and post-listing user support.
- Maintained clear, professional, and compliant communication across Telegram, Discord, Twitter/X, and official support channels.
- Assisted in improving support workflows by creating structured reporting and clear escalation processes.

### Lead Community Manager

Work X — Freelance | Sep 2023 – Jul 2024 | Zug, Switzerland (Remote)

- Managed global and regional admins for Telegram (47,000+) and Discord (37,000+) communities.
- Ensured smooth internal coordination, escalation handling, and moderator coverage planning (availability, scheduling, leaves).
- Participated in weekly developer calls to stay aligned with project updates, timelines, and strategic direction.
- Contributed engagement ideas to improve user retention and overall community activity.
- Documented strategy plans and analyzed server insights to support data-driven decisions.
- Managed a team of 12+ Community Specialists and created weekly plans for announcements, promotions, and giveaways.
- Collaborated with media, reputation, and public affairs professionals to support broader brand communication.

### **Community Manager**

Work X — Freelance | Aug 2024 – Feb 2025 | Zug, Switzerland (Remote)

- Moderated and managed multiple regional groups across Telegram and Discord to support growth and a positive community environment.
- Delivered prompt responses to community inquiries and escalated issues when needed to maintain user trust.
- Tracked sentiment, feedback, and reviews to support data-driven improvements.
- Supported engagement campaigns, announcements, and promotions.
- Built strong relationships with community members, investors, and industry professionals.

### **Community Manager**

WhereAt — Freelance | Aug 2022 – Jun 2024 | Dubai, UAE (Remote)

- Managed and moderated community groups, growing the community to 11,000+ members.
- Responded to user inquiries and feedback, strengthening trust and engagement.
- Built, grew, and managed engaged communities on Discord and Telegram.
- Analyzed server insights and delivered regular community sentiment reporting to the team.

### **Community Manager**

Moonlift Capital — Freelance | Jul 2020 – Feb 2023 | Netherlands (Remote)

- Grew Telegram community from 2,000 to 30,000+ members organically through strategic AMA sessions, giveaways, and engagement initiatives.
- Reported progress and key outcomes directly to the Head of Communication.
- Edited and optimized content to improve clarity and accessibility for global audiences.
- Assisted coordinators with shift planning and resource coordination.
- Troubleshooted community and product issues and reported structured feedback to Product/Development teams.

### **Technical Support Engineer**

Hewlett Packard Inc. (via Magna Infotech Pvt Ltd) — Full-time | Jul 2016 – Jan 2018 | Bengaluru, India (On-site)

- Delivered software and firmware support for laptops, desktops, and printers, improving system reliability and user satisfaction.
- Achieved promotion to Level 1.5 for outstanding troubleshooting and case validation performance.
- Advanced to Commercial Printers Division within nine months, supporting high-end printer and scanner technologies.
- Led a project to develop web-based troubleshooting guides, simplifying processes for engineers and improving resolution efficiency.

### **Operational Executive**

Aegis — Full-time | Apr 2015 – Feb 2016 | Bengaluru, India (On-site)

- Delivered Level 1 semi-technical support and handled escalated calls ensuring quick resolution.
- Performed troubleshooting and OS installations across multiple Windows versions (XP, 7, 8, 8.1, 10).

- Installed and configured printers, resolving hardware and connectivity issues.
- Managed vendor coordination and ensured complaints were resolved within defined TAT through proactive follow-ups.
- Managed pan-India Service Centre operations, coordinating with clients and service centers via professional email communication.

## EDUCATION

### **Bachelor of Engineering (Computer Software Engineering)**

Rajeev Gandhi Prodhogiki College, India

## LANGUAGES

English, Hindi, Marathi