

SWATANTRA DWIVEDI

India | IST (GMT +5:30)

Community Operations Manager | Web3 Community Lead | Support Operations

Email: swatweb3@gmail.com | Telegram: t.me/SwatWeb3 | X: [@SwatWeb3](https://twitter.com/SwatWeb3)

LinkedIn: [linkedin.com/in/swatantra-dwivedi-bb6a41246](https://www.linkedin.com/in/swatantra-dwivedi-bb6a41246)

Portfolio: <https://acidkidrock.github.io/>

PROFESSIONAL SUMMARY

Community Operations Manager with 5+ years of experience managing and scaling large Web3 communities across Telegram and Discord. Skilled in escalation handling, support operations, SOP building, moderation workflows, and team leadership across global time zones. Experienced in crypto exchange support (KYC, spot trading, deposits/withdrawals, wallet troubleshooting) and trading bot communities. Strong background in structured execution, reporting, coverage planning, and cross-functional coordination.

CORE SKILLS

- Community Operations Management (Web2/Web3)
- Discord & Telegram Moderation / Growth
- Escalation Handling & Incident Management
- SOP Creation & Process Documentation
- Support Operations & User Experience Improvement
- Shift Planning, Coverage Scheduling & Team Coordination
- Team Leadership (Admins / Moderators / Specialists)
- Scam Prevention & Community Safety
- Community Reporting & Analytics
- Exchange Support: KYC, Trading, Deposits/Withdrawals
- Wallet / Transaction Troubleshooting
- Campaign Execution: AMAs, Giveaways, Announcements
- Tools: Notion, Trello, Google Sheets

PROFESSIONAL EXPERIENCE

Starbot (Remote, USA)

Community Manager (Support & Operations) | Freelance

Apr 2024 – May 2025

- Managed and moderated a Telegram-based Web3 trading bot community supporting Ethereum and Base chain users.
- Managed 3 Telegram groups (Main community, Helpdesk support group, and Premium traders group).
- Supported premium traders (150–200 high-volume users) and main community (4,000–5,000 members).
- Provided onboarding support, bot setup guidance, wallet integration troubleshooting, and real-time support.
- Coordinated developer escalations for unresolved technical issues and tracked cases until resolution.
- Supported premium traders during high-volume token launches by troubleshooting bot execution issues and managing real-time escalations.
- Collected community feedback and shared insights with internal teams to improve product usability and support flow.

Work X (Remote, Zug, Switzerland)

Lead Community Manager | Freelance

Aug 2024 – Feb 2025

- Managed global and regional admins for Telegram (47,000+) and Discord (37,000+) communities.
- Led a team of 12+ community specialists, ensuring smooth execution across time zones.
- Built structured workflows for announcements, engagement campaigns, and weekly operational planning.
- Coordinated shift planning, leave tracking, and coverage scheduling to maintain consistent community support.
- Handled escalation workflows and ensured internal coordination with product and development teams.
- Participated in weekly developer calls to stay aligned with roadmap updates and release timelines.
- Tracked sentiment, feedback, and performance metrics to support reporting and operational improvements.

Community Manager | Freelance

Sep 2023 – Jul 2024

- Moderated regional chat groups and supported community growth through engagement and active support.
- Provided fast responses to community inquiries and escalated critical issues when required.
- Supported investor and partner communication by maintaining consistent professional community updates.
- Monitored community feedback and reviews to assist data-driven operational improvements.

OceanEX (Bitoccean Global) (Remote, Cayman Islands)

Community Manager (Exchange Support Operations) | Freelance

Apr 2023 – Jan 2026

- Managed high-volume user support across community channels and official support environments.
- Resolved complex issues related to spot trading, order execution, KYC, account security, and exchange operations.
- Supported deposits and withdrawals, including blockchain transaction troubleshooting and confirmation delays.
- Coordinated structured escalations with engineering, operations, and compliance teams to resolve critical cases.
- Assisted in new token listing support by handling onboarding readiness and post-listing user queries.
- Maintained professional, compliant communication to reduce confusion and improve trust.
- Supported exchange operations as part of the VeChain ecosystem.

Moonlift Capital (Remote, Netherlands)

Community Manager | Freelance

Jul 2020 – Feb 2023

- Grew Telegram community from 2,000 to 30,000+ members organically through engagement strategies, AMAs, and campaigns.
- Supported campaign execution including announcements, giveaways, and community-driven promotional activity.

- Reported operational updates and progress directly to leadership and internal stakeholders.
- Coordinated with moderators and supported shift planning and operational execution.
- Escalated technical and user issues to development/product teams with structured reporting.

HP (On-site, Bengaluru, India)

Technical Support Engineer | Full-time

Jul 2016 – Jan 2018

- Provided software and firmware support for laptops, desktops, and printers, improving customer satisfaction.
- Promoted to Level 1.5 due to strong troubleshooting and accurate case validation.
- Transitioned to the Commercial Printers Division within 9 months, supporting advanced printer/scanner systems.
- Led a project to develop web-based troubleshooting guides to improve resolution speed and internal efficiency.

Aegis (On-site, Bengaluru, India)

Operational Executive | Full-time

Apr 2015 – Feb 2016

- Delivered Level 1 technical support including Windows troubleshooting and installation (XP, 7, 8, 8.1, 10).
- Installed/configured printers and resolved hardware and connectivity issues.
- Coordinated vendor follow-ups to ensure complaint resolution within defined TAT.
- Managed pan-India service center operations through structured reporting and professional email communication.

EDUCATION

Bachelor of Engineering (Computer Software Engineering)

Rajeev Gandhi Prodhogiki College, India

2009 – 2013

PROJECTS / PORTFOLIO

Community Operations Systems & Workflow Frameworks

Portfolio Website: <https://acidkidrock.github.io/>

- SOP & escalation workflow documentation systems
- Shift planning and team coverage frameworks
- Scam prevention and community safety moderation systems
- Weekly reporting and execution tracking templates

LANGUAGES

- English
- Hindi
- Marathi

AVAILABILITY

Immediate | Remote & On-Site | IST (GMT +5:30)