Swatantra Dwivedi

Community Operations Manager | Web3 Communities | Support Ops

India · Remote / Onsite Open

Email: swatweb3@gmail.com | LinkedIn: linkedin.com/in/swatantra-dwivedi-bb6a41246 | GitHub: github.com/acidkidrock | Telegram: t.me/SwatWeb3 | X: x.com/SwatWeb3

PROFESSIONAL SUMMARY

Web3 Community Operations Manager with hands-on experience managing large-scale Telegram and Discord communities, leading distributed teams across time zones, building SOPs and escalation systems, and supporting high-volume user operations including KYC, trading, wallet transactions, and account security. Proven track record scaling communities to 47K+ members and managing 12+ person teams while maintaining trust, safety, and operational consistency.

CORE SKILLS & TOOLS

Discord Ops · Telegram Growth · People Management · Community Systems & SOPs · Escalation Handling · Coverage Planning · Community Analytics · Scam Prevention & Safety · Support Operations · Wallet/Transaction Support · KYC Support · Announcements, Campaigns & AMAs · Notion · Trello · Google Sheets

PROFESSIONAL EXPERIENCE

Community Manager — OceanEX (Bitocean Global)

Cayman Islands | Remote | Freelance | Apr 2023 – Jan 2026

- 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 with engineering, operations, and compliance teams to escalate, investigate, and resolve critical cases.

- Supported new token listings by assisting onboarding, launch readiness, and post-listing user support.
- Maintained professional and compliant communication across Telegram, Discord, and official support channels.
- Part of the VeChain ecosystem, supported by the VeChain Foundation.

Lead Community Manager — Work X

Zug, Switzerland | Remote | Freelance | Aug 2024 – Feb 2025

- Led a team of 12+ Community Specialists and managed global & regional admins across Telegram (47K+) and Discord (37K+).
- Created weekly plans for announcements, promotions, campaigns, and giveaways to drive engagement.
- Ensured smooth internal communication, escalation handling, and coverage planning across time zones.
- Participated in weekly developer calls to align community updates with product timelines and strategy.
- Documented strategy plans and analyzed server insights to support data-driven decision making.
- Collaborated with media, reputation, and public affairs professionals to support brand communication.

Community Manager — Work X

Zug, Switzerland | Remote | Freelance | Sep 2023 – Jul 2024

- Moderated multiple regional chat groups and social channels to support growth and foster a positive environment.
- Delivered prompt responses to community inquiries and escalated issues to maintain user trust.
- Monitored sentiment, feedback, and reviews to support improvements.
- Built strong relationships with community members, investors, and industry professionals.

Community Manager — WhereAt

Dubai, UAE | Remote | Freelance | Aug 2022 – Jun 2024

- Managed and moderated social media groups, growing the community to 11,000+ members.
- Built and managed engaged Discord and Telegram communities.
- Assisted coordinators in organizing admin shifts and resource allocation to ensure smooth operations.
- Responded to user inquiries and feedback, strengthening engagement and trust.
- Analyzed server insights and delivered sentiment reports for data-driven decisions.

Community Manager — Moonlift Capital

Netherlands | Remote | Freelance | Jul 2020 – Feb 2023

- Grew Telegram community from 2,000 to 30,000+ members organically through AMAs, giveaways, and engagement strategies.
- Reported progress directly to the Head of Communication on operations and team performance.
- Supported shift planning and coordination for moderators.
- Escalated product issues to product and development teams using structured reporting.

Technical Support Engineer — Hewlett Packard Inc. (via Magna Infotech)

Bengaluru, India | Full-time | Jul 2016 – Jan 2018

- Delivered software and firmware support for laptops, desktops, and printers.
- Promoted to Level 1.5 for outstanding troubleshooting and case validation performance.
- Advanced to Commercial Printers Division within 9 months supporting high-end printer/scanner technologies.
- Led a project to develop web-based troubleshooting guides, improving resolution efficiency.

Operational Executive — Aegis

Bengaluru, India | Full-time | Apr 2015 – Feb 2016

- Delivered Level 1 semi-technical support and handled escalated calls ensuring quick resolution.
- Performed OS installations and troubleshooting across Windows XP, 7, 8, 8.1, and 10.
- Managed vendor coordination ensuring complaints were resolved within defined TAT.
- Managed pan-India service center operations coordinating with clients and service centers via email.

IMPACT HIGHLIGHTS

- Led distributed community teams across time zones (12+ specialists).
- Managed large-scale communities: 47K+ Telegram and 37K+ Discord.
- Built SOPs, escalation workflows, onboarding guides, and reporting systems to improve scalability and consistency.
- Supported exchange operations including KYC, trading issues, wallet transactions, deposits, and withdrawals.

EDUCATION

Bachelor of Engineering (Computer Software Engineering)

Rajeev Gandhi Prodhogiki College, India

LANGUAGES

English · Hindi · Marathi