

Professional Summary

Versatile Community Manager with 5+ years of experience building, engaging, and supporting passionate online communities in the gaming and tech spaces. Known for translating player feedback into actionable live-ops strategies, increasing engagement, and fostering strong user advocacy. Blends a background in customer service, education, and healthcare with technical skills in web development and AI-driven marketing to craft meaningful, data-informed community experiences. Adept at managing fast-paced, cross-functional environments and creating inclusive, energized spaces both online and off.

Education

SheCodes Full Bootcamp (In Progress)

Expected Graduation: May 2025 | SheCodes Certifications - [SheCodes Profile](#)

Bachelor of Science in Pharmaceutical Sciences, Concentration in Pharmacology

Albany College of Pharmacy and Health Sciences | Albany, NY | May 2011

Professional Certifications

Artificial Intelligence: IBM (2025) - [Artificial Intelligence Fundamentals](#), [LinkedIn Learning Certificate of Completion](#) | [LinkedIn Learning](#), SheCodes (2025) - [Introduction to AI](#)

Data Analysis: [LinkedIn Learning](#) (2025) - [SQL Essentials](#)

Marketing: [LinkedIn Learning](#) (2024-2025) - [Marketing Foundations](#), [Marketing Strategy](#), [Content Marketing](#), [Social Media Marketing](#), Microsoft (2025) - [Generative AI for Marketing with Microsoft Copilot](#)

Game Design: [LinkedIn Learning](#) (2024) - [Game Design Foundations](#)

Coding: SheCodes (2025) - [Introduction to Coding](#), [Introduction to Web Development](#), [Web Development](#), [Introduction to AI](#), [Advanced Web Development](#)

Skills

Healthcare Data: EMR Platforms (iKnowMed, Epic, Meditech, Allscripts, DoseEdge, MOSAIQ, OncoEMR, ARIA), Health Data Migration, HIPAA Compliance

Marketing: Data-Driven Strategy, KPI Analysis, AI-Driven Insights, SEO Optimization

Community & Social Media Management: Engagement Metrics & Platform Growth, Advocacy Building, Customer Retention Strategies, Live-Ops Management, Social Media Platforms (Discord, Twitter, Reddit, Telegram, Instagram, YouTube, TikTok), CMS platforms (Sanity, WordPress), Content Creation (Figma, Canva, Adobe Creative Cloud, GIMP)

Technical Tools: Google Analytics, Microsoft Power BI, Blockchain Knowledge, Machine Learning Fundamentals, Natural Language Processing (NLP), Predictive Analytics

Programming Languages: Python, JavaScript, SQL

Web Development: HTML, CSS, JavaScript, API Integration, React

Experience

Customer Success/ IT Consultant - Opsgility | Fully Remote | May 2025 - June 2025

- Supported clients and learners through onboarding and training for Microsoft cloud programs, ensuring smooth access and navigation across learning platforms
- Managed and maintained training portals, resolving technical issues and enhancing the user experience
- Coordinated live and virtual training sessions, acting as a liaison between instructors, clients, and internal teams
- Improved customer success workflows by identifying gaps in communication and proactively addressing learner needs
- Streamlined legacy data systems by cleaning, organizing, and optimizing internal training and customer records for improved efficiency and clarity
- Provided feedback to the product and operations teams to help refine user journeys and reduce friction points

Community & Social Media Manager; Junior Game Designer - Gala Games (Town Star) | Fully Remote | June 2020 – December 2024

- Increased community membership by 175%, reaching 5,500+ players through digital campaigns, live events, influencer relationships, and user-generated content (UGC), while driving a 30% boost in engagement and a 15% follower increase across YouTube, Twitter (X), and Discord.
- Designed and adapted weekly live-ops content and events based on player feedback, using data-driven

Michelle T. Waite

strategies to enhance engagement and satisfaction while resolving engagement issues.

- Hosted and produced developer-focused weekly streams with developers, managers, marketing professionals, and QA to provide the community with a transparent, well-rounded view of the project.
- Collaborated with cross-functional teams to launch events and implement player-driven product updates, directly contributing to a 20% retention improvement and more engaging live-ops events.
- Managed and monitored live-ops events with flexible scheduling, including weekends and evenings, to ensure seamless player engagement and issue resolution.
- Continuously learned and adapted to new tools, platforms, and community management strategies to better serve the growing player base.

Lead Oncology Admixture Technician - US Oncology, Berkshire Health Systems | *May 2009 – September 2021*

- Analyzed EHR data to identify trends and optimize workflows, leading to the development of improved SOPs that reduced patient wait times and enhanced operational efficiency for 10+ employees in a high-volume healthcare setting.
- Maintained compliance with USP standards, ensuring safety in cleanroom environments while overseeing the accurate preparation of chemotherapy and IV medications.
- Led cleanroom redesigns and integrated closed-system transfer devices (CSTDs) to enhance safety and ensure compliance with evolving industry standards.
- Applied exceptional attention to detail and quality assurance principles to ensure precise preparation of individualized treatments in a high-volume, fast-paced environment.

Server / Bartender / Shift Supervisor - Various Establishments | *September 2011 – August 2024*

- Improved customer satisfaction by analyzing feedback and customizing service approaches, driving loyalty and enhancing overall experiences.
- Optimized team workflows during high-pressure shifts, maintaining operational efficiency and smooth processes during peak hours.
- Fostered a collaborative work environment by coaching team members to optimize workflows and improve customer interactions.

Snowboard Instructor - Woods Valley Ski Area | *Westernville, NY | November 2004 – February 2010*

- Led team workshops to refine instructional techniques, improving instructor performance and increasing client satisfaction.
- Championed personalized coaching strategies by employing performance analytics to create tailored lesson plans; achieved rapid skill advancements for thousands of students while maintaining a satisfaction rate exceeding 95%.

Hobbies & Interests

Passionate about game design, live-ops strategy, and community building. Enjoy snowboarding, crochet, creative writing, and exploring emerging AI trends. Always seeking new ways to foster positive, engaged communities both online and offline.