

Sajib Deb

+8801302601004 · sajbdeb17@hotmail.com

Osmaninagor, Sylhet, Bangladesh

PROFESSIONAL SUMMARY

Dedicated Community Manager with 2 years of management experience. Improves properties and streamlines operations for efficiency. Hardworking and resourceful with friendly and professional demeanor.

SKILLS

- Expertise in Zendesk, hootsuite, Google sheet
 - Client service and support
 - Strong Communication Skills
 - Flexible & Adaptable, Time management
 - Multitasking abilities
 - Customer service
 - Result oriented
-

PROFESSIONAL EXPERIENCE

Onto Wallet

Oct 2021 - Present

Community Manager

- Increasing online presence on social media such as telegram, Discord & Twitter.
- Gathering and forwarding customer feedback to appropriate parties
- Developing and maintaining social media channels, engaging, providing support & keeping community friendly.
- Researching and analyzing the target audience, as well as its habits and preferences
- Answering questions, comments, and customer queries in a timely manner, getting information from other departments when required
- Identifying influencers in the industry, seeking for partnerships and collaboration opportunities.
- Gathering customer feedback and ensuring their needs are taken care of by the appropriate department

Mexc Future

Nov 2021 - Dec 2022

Community Moderator

- Resolved concerns with products or services to help with retention .
- Addressed customer complaints and mitigated dissatisfaction by employing timely and effective solutions.
- Developed customer service improvement initiatives that decreased customer wait times by 20%.
- Offered internal and external customers first-rate customer service to maximize satisfaction and business success.

July 2020 - Aug 2021

- Handled over 100+ customer Q.s per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.

Centus.one

Community Moderator

- Increasing online presence on social media such as telegram & Discord.
- Answering questions, comments, and customer queries in a timely manner, getting information from other departments when required.
- Handled over 100+ customer Q.s per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services

Ambassador

- Promoted Mixmob.io's mission and vision as a leading Web3 platform by creating informative content, answering user queries, and addressing concerns.
- Enhanced community engagement on Telegram and Discord by creating and moderating engaging discussions, fostering a supportive and inclusive environment.
- Contributed to product development by gathering valuable user feedback and insights, helping to identify areas for improvement and new feature ideas.

Pirate Nation**July 2024 - Present****Content Creator**

- Produced engaging content to educate and entertain the Pirate Nation community.
- Created in-depth tutorials and guides to help players understand the game's mechanics, strategies, and blockchain elements.
- Utilized social media effectively to build a strong online presence, engage with the audience, and drive community growth.
- Contributed to the development of new features and updates by providing feedback and suggestions based on player insights.