

Sajib Deb

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Websites, Portfolios, Profiles

- <https://linktr.ee/sajibdeb/>
- https://twitter.com/sajibdeb_bd/

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
- Social Media
- Flexible & Adaptable
- Time management
- Multitasking abilities
- Customer service
- Result oriented

Work History

Community Manager, 10/2021 to Current

Onto wallet

- 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

Community Moderator, 11/2021 to Current

Mexc Future

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

Community Moderator, 07/2020 to 08/2021

Centus.one

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