Yan Dashchynski

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Summary

Yan, 22 years old, graduated from Belarusian State Technical University, with a bachelor degree in Marketing. With a native Russian and fluent English. I have a passion for innovative web3 technology, fintech projects, IT projects and iGaming projects.

My outgoing, sociable, and friendly personality allows me to easily learn new things and think through plans ahead. My experience in community management, translation, customer support, social media management, content creation, and business development has allowed me to develop strong communication and teamwork skills.

I am always looking for new opportunities to utilize my skills and grow as a professional.

Experience

Customer Support Agent (English)
Heroes of Support

Feb 2023 - Present (3 months)
We provide our players with high-quality support and customer service.
As a part of DUXGroup we so far are home to 250 talented and energetic people working from our offices in different countries (Cyprus, Malta, Bulgaria, Belarus).

- Provide customer support in a friendly manner, providing the right solutions in chats (LiveChat) and tickets (HelpDesk);
- Properly escalate problems in Slack/Jira and get back to the player with a solution to their problem;
- Work with Confluence and Slack to keep abreast of any changes in procedures;
- Provide timely feedback to the shift leader about problems the players are facing at the moment.
- Provide timely support to users on 8 of our projects simultaneously.

Community Manager
Relayz

Feb 2023 - Present (3 months)
Relayz is a hyper-secure, privacy-preserving, censorship resistant and decentralized communication protocol for Web3.

- Answering questions about the project in the chat.
- Setting up and organizing a discord server.
- Engage community.

Community Manager
Rentii

Aug 2022 - Present (9 months)
Introducing Rentii, one of the first rental platforms on the Solana network, providing accessibility and unlimited opportunities.

- Answering questions about the project in the chat.
- Engage community.
- Host events and games.
- Work with support tickets.
- Processing suggestions from users and transferring them to the development team.
- Solving difficult situations and complaints from community.
- Writing twitter posts and annoucments.
- Interact with community in twitter / discord.

Localization Translator (Russian)
Cwallet

Jan 2023 - Present (4 months)
Cwallet is the first-ever combined custodial & non-custodial crypto wallet. It is an integrated on-chain & off-chain wallet that provides you security, convenience, and flexibility to manage and trade 800+ crypto assets in one place.

- Localization of all text content on the website, application, documentation.
- Proofreading of an existing translation and correction.
- Translate articles, posts, press releases and other marketing materials.

Community Manager
Alluo

Jan 2023 - Feb 2023 (2 months)
Alluo is a consumer-friendly non-custodial wallet that brings attractive DeFi yields to the average mobile banking user

- Working with Discord community.
- Create and edit content plan for community in Discord.
- Keeping community engaged.
- Host events and contests.
- Customer support.
- Working side by side with the development team.
- Creating text content.

Business Development Specialist
MEXC Global

Aug 2022 - Sep 2022 (2 months)
MEXC Global is a centralized crypto exchange that employs a high-performance mega-transaction matching technology.

- Promoted MEXC in the CIS market .
- Contacted CIS KOL's and entered into cooperation .

- Attracted active users to the exchange

Education

Belarusiam State Technological University
Bachelor's degree, Marketing
Sep 2018 - Jul 2022

Licenses & Certifications

EF SET English Certificate 71/100 (C2 Proficient) - EF Standard English Test (EF SET)

Skills

Discord • Web3 • Customer Service • iGaming • Online Casino • Служба поддержки • FinTech • Localization • Website Localization • Proofreading