

+63 977 365 7383

bdmasia01@gmail.com

Philippines 2020

August 1

Filipino

BRYAN PINEDA



EXPERIENCE

Operations / Community Manager

Aug 2020 – Dec 2024

Shani Entertainment LTD. Monsta Infinite Web3

- Participated in brainstorming sessions with team members regarding new ideas and strategies for increasing engagement and reach on social media platforms.
- Developed and executed community growth hacking strategies.
- Managed and oversaw daily operations. Build, engage, and maintain relationships with online community across various platforms. Respond to inquiries, foster positive interactions, and encourage user-generated content.
- Resolved customer service issues in a timely manner, ensuring customer satisfaction.
- Developed and maintained comprehensive operational procedures to ensure timely delivery of services.
- Develop and maintain long-term relationships with key KOLs, influencer agencies, and content creators
- Work closely with cross-functional teams to ensure alignment and integration of influencer strategies
- Collaborate with the marketing team to develop and execute community content strategies that resonate with the audience.
- Monitored online conversations about the brand, responding to queries and complaints in a timely manner.
- Manage all social media channels to ensure brand consistency, publish updates, announcements engaging content, and increase followers and interactions.

Lead Technical Support Specialist

Sep 2018 – Jan 2020

STERITEX MEDICAL

San Agustin, CSFP

- Ensured compliance with departmental policies by regularly auditing operational processes against established standards.
- Implemented quality assurance protocols to monitor performance metrics associated with customer service operations.
- Established relationships with key stakeholders in order to facilitate efficient resolution of customer complaints.
- Collaborated with other departments such as marketing and sales in order to provide customers with accurate information about products or services.
- Managed customer escalations with a focus on achieving satisfactory resolutions in a timely manner.
- Performed detailed troubleshooting analysis on complex hardware and software applications to identify root cause of reported problems.

Game Master / SocMed Manager

Dec 2014 – Mar 2016

LEVEL-UP GAMES

Pampanga

On-Job Training

Lucena City

Philippine Long Distance Telecom

EDUCATION

Completed coursework towards Bachelor of Science (B.S.) in Information Technology

Systems Technology Institute

Completed coursework towards High School Diploma

Infant Jesus Learning Center

PERSONAL INFORMATION

- Age: 29
- Height: 5'7"
- Citizenship: Filipino
- Gender: Male
- Marital Status: Single
- Religion: Roman Catholic

PROFESSIONAL SUMMARY

Excelling in community growth strategies and customer satisfaction, I am adept in data analysis and project management. I foster strong relationships with influencers and cross-functional teams, driving engagement and operational excellence in fast-paced environments. Hardworking and detail-oriented, I bring strong organizational skills and a results-driven mindset to community management. With expertise in social media engagement, content creation, and customer relationship management, I demonstrate the ability to develop and implement strategies that enhance community participation and satisfaction. I am eager to leverage these skills and knowledge as a Community Manager.

SKILLS

Detail oriented

Problem-Solving

Data Analysis

Leadership Skills

Project Management

Good interpersonal Skills

Social Media Platform Specialist

Good Judgment

Tech Savvy

Team collaboration / Positive Self-Starter

Daily operations oversight

Community marketing

A Lifelong Learner

LANGUAGES

Tagalog | Native

English | Fluent