

Ogwuche Joshua
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Professional Summary

Adaptable and results-driven professional with 3+ years of experience in customer support, community management, and digital coordination. Skilled in communication, remote collaboration, and user engagement across platforms. Fluent in English and Russian, with a passion for learning and delivering value in any role.

Work Experience

Community Manager – APEXWAVE Fintech

June 2022 – Present

- Managed Telegram & Discord communities
- Provided user support and streamlined communication
- Supported marketing and product teams

Key Achievements:

- Increased community engagement by 40%
- Reduced support response time by 50%

Community Moderator (Freelance)– CryptoThreads (NFT Platform)*

Jan 2021 – May 2022

- Handled user issues, wallet support, and content moderation
- Created onboarding guides for new users

Key Achievements:

- Onboarded 1,000+ users
- Built a well-structured FAQ system

Skills

Customer Support & Community Management

- Telegram & Discord Moderation
- Content Creation & Documentation
- Russian & English Fluency
- Remote Team Collaboration
- Web3 & Blockchain Basics

Education

Certificate in Blockchain & Cryptocurrency Fundamentals– Coursera, 2023

Blockchain Specialization– Coursera

High School Diploma* – FAtech Academy, Nigeria, 2017

Open to both freelance and full-time remote roles. Passionate about tech, communication, and delivering excellent user experiences.