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About Me :

Veteran community manager (2 yrs 10 mos) and customer support specialist (4 yrs).

Highly skilled in customer experience support, well-versed in soft and people skills, an expert in social media moderation, a Discord/Telegram/Reddit pro, a Zendesk natural, an avid gamer, and a sleep-deprived father. My professional career has revolved around providing user support, handling people relations, triaging tickets, moderating user platforms, and being a liaison for projects and their userbase.

As a **user support specialist**, I have extensive experience in providing excellent first-contact support and have polished my skills in a way that will help me process support inquiries in an effective and efficient manner. I can diagnose and resolve issues effectively and I can read between the lines. I am also extremely passionate about delivering the best user experience possible and over the years have made it my personal goal to elevate the customer support standards of any project I become involved in.

As a **community manager**, well, I've handled communities before community management was a thing. Professionally speaking, however, I've handled 13 projects to this day.

As a CM, general community engagement and server moderation are my daily tasks. Beyond that, I also have experience creating bounty campaigns and running community events. I also have experience helping with creating content calendars and Twitter campaigns. I understand what KPI best reflects a community's vitals and I know how to set OKRs in order to effectively gauge and maintain the standards of the community.

Beyond that, I also have extensive experience in customizing Discord servers and I am highly familiar with setting up Discord and Telegram bots. I know what security practices are industry standards, and I know how to implement these measures in order to ensure risk is minimized.

I also have experience leading a team of community managers and have written tons of reports, spreadsheets, and documents to this day. I have taken charge of creating and optimizing community structures, onboarding processes, knowledgebases, and I have experience creating effective server structures, user support process funnels, and crisis control processes in my tenure.

I know how to talk to people and I understand how to position myself as an effective go-between for the project and its community.

I've lived and breathed Western Timezones throughout my professional career as well, and is used to working on PT/ET/CET clocks. I'm driven, autonomous, and I move in pursuit of excellence. I want to meet the standards expected of me and I work hard to deliver.

Work Experience :

May 2022 - Present

Cyberstella – Community Director & Content Writer

- Created the project's social platforms, and set up a scalable infrastructure for whitelisting, minting, and campaigns.
- Wrote the project's growth, engagement, and marketing campaigns.
- General admin and engagement work on project socials.
- Wrote the project's whitepaper and medium articles.

February 2022 - Present

Mod Union – Lead Community Manager

- Led a team of professional community managers.
- Organized reports, wrote knowledgebase docs, and provided coaching and training.
- Did moderation work in the Discord server of the projects that my team is involved in.
- Created campaigns for growth and engagement.

February 2022 - July 2022

KyivAid – Community Manager

- Created and customized the project's Discord server.
- Handled community relations and moderation.
- Wrote the project's whitepaper and gitbook.
- Setup the onboarding process for potential volunteers.

February 2022 - July 2022

NFTGamingDAO – Community Manager

- Created and customized the project's Discord server.
- Performed extensive market research and set up the project's Twitter campaign.
- Wrote the project's whitepaper and gitbook.

February 2022 - July 2022

Block Mercs – Community Manager

- Drove engagement and conversations within the community.
- Handled day-to-day social media operations.
- Managed community relations and assisted when necessary.
- Hosted events, competitions, and tournaments.

August 2021 - July 2022

Stockwara Industries – COO/Community Manager

- Overseeing day-to-day operations ensuring maximum efficiency daily.
- Strategic planning and research in relentless pursuit of company growth.
- Recruited, onboarded, and trained new employees.

- Moderated the community and everything related to social media and Discord/Telegram servers.
- Wrote several whitepapers (for different projects) and other vital docs.

September 2021 - Jan 2022

Telegram/Discord – Community Manager (Various projects from a solo dev)

- Managed web3-centric Telegram servers with 1,000+ users daily.
- Enforced rules, mitigated disputes, and handled announcements.
- Handled communication between end-user and project leads, reduced FUD, and improved public reception.
- Developed and executed strategies to grow and manage the community.

October 2019 - April 2020

Task Pilipinas – Executive Assistant, Subject Matter Expert, Project Consultant

- Handled coordination between clients and the team to ensure aligned progress.
- Assigned tasks to relevant departments and delegated individual goals to team members to promote optimal efficiency.
- Provided operational and strategic input to help develop and reach project KPIs and OKRs.

October 2017 - November 2018

Prometheus PH (Warframe) – Game Administrator, Customer Service Specialist, Community Relations

- Ensured player satisfaction by responding timely and accurately to users' complaints and disputes.
- Perform investigation and documentation of game exploits, bugs, and similar other issues in ingame and inside the database.
- Optimized business processes and created structures that helped increase efficiency during peak periods.

July 2015 - December 2016

Expert Global Solutions (Dell/ Alienware) – Technical Support Representative

- Responsible for taking incoming calls from users and generating an activity/case report.
- Generated action tickets based on incoming inquiries and confirmed tickets are given resolution.
- Managed a high-volume workload within deadlines and guidelines.
- Coordinated with other departments and field agents to resolve user needs at a higher level.

October 2014 - May 2015

Transcom Worldwide PH (UPS) – Customer Service Representative

- Handled inquiries, complaints, billing questions, and payment for services.
- Calm irate callers, repair trust, and offer best-option resolutions to meet clients' needs.
- Extensive product knowledge allowing swift responses and effective upselling.

Key Qualifications :

- Extensive work experience as a game admin, customer experience specialist, and community manager.
- Is well-versed in things related to user success, and has considerable experience in providing support in chat, email, Zendesk, and voice.
- Has experience creating community structures, onboarding funnels, and other essential community processes.
- Has helped optimize business processes and created clutch-solutions for immediate crisis management.
- Highly proficient in **Discord, Reddit, Telegram, and Twitter.**
- Highly familiar with **Slack, Notion, Nifty, Zendesk, Trello, and Google Workspace.**
- Lives and breathes Google Workspace and knows relatively advanced stuff in gdocs, gsheets, and gslides.
- Has leadership experience and understands what KPIs must be met.
- Has experience working in Client Relations, as well as KOL and Influencer Outreach/Relations.
- Have written the whitepaper of more than 5 DeFi projects. Also wrote knowledgebase docs, onboarding, training, medium articles, gitbook pages, handover docs, the works!
- Have created Twitter campaigns, content calendars, and gleam campaigns.
- Have extensive knowledge of bots and automation in Discord.
- Is all around a fun guy, but can be a hardass professional when needed.

Education :

College :

Bulacan State University, PH
Bachelor of Science in Psychology

2010 – 2012

Secondary :

Rafaela Academy Inc., PH
St. Mary's College , PH

2008 – 2010

2006 – 2006

Primary :

St. Mary's College , PH
Prince Moatsem Intl. School, KSA
St. Mary's College , PH

2003 – 2006

2002 – 2003

2000 – 2002