UGOCHUKWU PASCHALINE

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Web3 Community Moderator | Project Manager | Customer Support Specialist

Professional Summary

Passionate and results-driven Web3 professional with over 3 years of experience moderating thriving blockchain communities and supporting fast-paced crypto projects. Skilled in user engagement, decentralized application support, and community-focused project advising. Known for maintaining vibrant, respectful communities, offering technical guidance, and working closely with project developers to enhance growth and retention.

Core Competencies

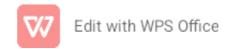
- Community Engagement & Growth
- Web3 & Crypto Customer Support
- Project & Task Management (Agile/Scrum)
- Discord, Telegram & X Management
- Technical dApp Support & Troubleshooting
- Onboarding & Education for New Users
- Token Governance & DAO Operations
- Conflict Resolution & Moderation
- Campaign Management & AMAs
- User Experience Feedback & Reporting

Professional Experien

Freelance Web3 Community Moderator & Project Advisor Remote | Jan 2021 - Present

Projects Moderated:

🍮 \$OINK | 📈 \$GMXP | 🐾 \$PITS | 🐶 \$dogwifscarf | 🥋 \$UFC



- Moderated and scaled engaged communities across Discord, Telegram, and X for five high-growth blockchain projects.
- Provided 24/7 support to community members, helping them navigate dApps, token utilities, wallets, and platforms.
- Collaborated with project developers to suggest community-centric strategies including AMAs, events, content drops, and ambassador programs.
- Authored user tutorials, and community guides to reduce repetitive queries and enhance user education.
- Ensured the safety and positivity of groups through strict but respectful moderation, handling FUD, spam, and conflict resolution professionally.
- Acted as liaison between users and developers during beta product rollouts, relaying key feedback and bug reports efficiently.

Project Highlights

- \$OINK: Led a meme campaign that boosted engagement by 120% within 30 days.
- \$GMXP: Introduced a structured onboarding process that reduced new user drop-off by 35%.
- **\$UFC Token**: Assisted in community beta testing, streamlined feedback collection and improved dev-user feedback loop.
- \$PITS: Spearheaded a community quiz campaign that increased Telegram group engagement by 65% in 3 weeks.
- \$dogwifscarf: Organized and led the "ScarfDrop" campaign, boosting Twitter followers by 20% and Discord membership by 30% within 10 days.

Technical Skills

- Tools: Discord, Telegram, Slack.
- Support Platforms: Zendesk, Intercom, Freshdesk
- Blockchain Tools: MetaMask, Trust Wallet, OpenSea, Solana/ETH Ecosystems
- Social: X (formerly Twitter), Telegram, Discord

Education

Caritas University, Amorji-Nike, Enugu State, Nigeria.

Bachelor's Degree in Electrical electronics engineering



[2022- present]

Certifications

 Web3 Community Management – \$OINK community on Telegram, \$PITS community on Telegram, \$UFC token on telegram, \$dogwifscarf community on Telegram, \$GMXP community on Telegram