

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
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Professional Experiences

Freelance Web3 Community Moderator & Project Advisor

Remote | Jan 2021 – Present

Projects Moderated:

🏠 \$OINK | 📊 \$GMXP | 🐾 \$PITS | 🐶 \$dogwifscarf | 🏠 \$UFC



Edit with WPS Office

- 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.
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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.
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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
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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

