

Ratan Maiti

Web3 Community Operations

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Language: English · Hindi

// SUMMARY

3+ years running community operations for two Layer-1 ecosystems (OverProtocol, Creditcoin). Promoted from CS Moderator to Jr. Community Manager at OverProtocol within 2.5 years. Built the escalation workflows, SOPs and onboarding documentation that cut average response time by **30%** across a 7-moderator team. Comfortable owning Discord and Telegram operations end-to-end through mainnet launches and high traffic events.

// EXPERIENCE

Community Moderator

Creditcoin · March 2026 – June 2026

- Own day-to-day support operations across Discord (**60k members**) and Telegram (**78k + 2.3k**) during active ecosystem expansion
- Reduced recurring support issues by introducing proactive monitoring and a structured escalation path — Maintain consistent response quality and organized processes under rising ticket volume

Community Operations

OverProtocol · August 2023 – April 2026

CS Moderator → Head Moderator → Jr. Community Manager (2 promotions in 2.5 years)

- Led a **7-moderator** team; cut average response time by **30%** by rewriting SOPs and onboarding documentation (**trained 2 moderator batches**)
- Designed the escalation workflow used across all Discord and Telegram support channels
- Authored the internal moderation guide and SOP library adopted team-wide
- Tracked and reported community KPIs to the core team (Mee6, Statbot)
- Ran 15+ hour live coverage shifts during mainnet and product launches

Event Operations Support

Korea BUIDL Week 2026 · February – April 2026 (event contract, alongside OverProtocol)

- Provided real-time operations support and incident resolution during high-traffic event days — Ran official X accounts and shipped event content with the marketing and design teams

// ADDITIONAL EXPERIENCE

- **Community Moderator, SM: Gold Rush** (May – July 2023)
- **Common Service Centre (CSC) VLE Operator** (August 2025 – Present; part-time, non-Web3)

// SKILLS & EXPERTISE

Process & Operations: *Workflow & Escalation Design, SOP Development, Documentation, Metrics & KPI Tracking, Launch / High-Traffic Coverage, Team Coordination*

Technical & Tools: *Discord Administration & Bot Configuration, Telegram Management, Mee6, Statbot, Sapphire, Notion (Knowledge Bases & Documentation), Basic Automation Systems*

Foundation: *Mechatronics Principles, Systems Thinking, Process Discipline, Data-Driven Decision Making*