# Ozony Elsevif

**Community Manager / Community Leader (Web3)**

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## Summary

Community-focused leader with 19 years of customer service experience and a proven track record building and moderating high-trust online communities in Web3. Experienced owning Discord operations (server setup, roles/permissions, tooling, and safety), leading moderator teams end-to-end (hiring, training, scheduling, escalation), and running events from planning through execution. Known for calm, clear communication and fast issue triage during high-traffic launches and announcements.

## Core Strengths

- Discord server architecture: channels, roles/permissions, onboarding flows, moderation tooling
- Moderator team leadership: recruiting, onboarding, training, playbooks, and coverage planning
- Community operations: support triage, escalation, documentation (FAQs, announcements, how-to guides)
- Events & activations: AMAs, community calls, collaborations; run-of-show, promotion, live moderation
- Conflict resolution & de-escalation; safety and anti-scam best practices

## Professional Experience

### Community Manager | Troverse (Web3 Gaming/NFT) - Remote
2021 - Present

- Owned community operations across Discord, Telegram, and X( Grew to 75k Members); primary point of contact for member questions and technical issues.
- Designed and maintained Discord server (15k Members) setup for scale and clarity (channels/categories, roles/permissions, onboarding, bot configuration, moderation workflows).
- Built and managed a moderation team: sourcing, interviewing, onboarding, training, scheduling, and escalation guidelines for consistent enforcement and tone.
- Created and maintained FAQs, announcements, and step-by-step guides to reduce repeat questions and improve self-service.
- Planned and executed online and in-person community events (AMAs, community calls, collabs): run-of-show, partner coordination, live moderation, post-event recaps.
- Supported collaborations with major Web3 communities (including CyberKongz and Memeland) and helped lead mint operations for four Troverse NFT collections.

### Environmental Services Manager | Metropolitan Hospital - New York, NY
2015 - 2022

- Led an environmental services team of 267 in a fast-paced hospital environment; owned scheduling, task assignment, coaching, and performance feedback.
- Ensured areas met cleanliness, safety, and infection-control standards through regular inspections, corrective actions, and follow-up.
- Trained staff on protocols, PPE usage, and equipment operation; supported compliance with hospital policies and procedures.
- Coordinated rapid-response cleaning for priority areas (ER, OR, discharges), helping improve room turnaround times.

## Tools

Discord, Telegram, X (Twitter), Reddit, Slack, Zendesk, HubSpot, Windows, macOS

## Languages

English, Spanish

## Education

**CUNY John Jay** - Bachelor of Forensic Psychology (2003 - 2007)
**Murray Bergtraum** - Regents Diploma (1999 - 2003)

## Past Projects:

Cyberkongz - Lead Moderator/ Collaboration team
Blvck - Lead Moderator / Collaboration team