

ARYAN TIWARI

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PROFESSIONAL SUMMARY

Customer Support Representative, Discord Moderator, and Community Manager with **3 years of experience** supporting global communities in Prop Trading, Brokerage, Forex, Futures, and Cryptocurrency. Experienced in Intercom Live Chat, Ticket Support, Discord Moderation, Discord Server Management, Telegram Community Management, Slack collaboration, SLA management, customer issue resolution, and escalation handling.

PROFESSIONAL EXPERIENCE

Discord Moderator & Community Manager (Remote)

Solana Funded / March 2026 – Present

- Moderated a **35,000+ member** Discord community and enforced server guidelines.
- Managed Discord & Intercom tickets.
- Provided customer support through Discord, Telegram and Intercom.
- Assisted traders with account, payout, trading platform and general support.
- Handled escalations and collaborated with teams using Slack.

Customer Support Representative (Remote)

Atlas Funded / April 2025 – March 2026

- Moderated and supported a **72,000+** member Discord community.
- Successfully handled **125+ Intercom support tickets in a single day** while maintaining service quality and SLA standards.
- Delivered customer support through Intercom Live Chat & Ticketing.
- Handled account, KYC, challenge, payout and technical queries.
- Used Intercom Macros & Internal Notes.
- Maintained SLA standards.
- Assisted with Discord General Chat and Ticket handling.

Community Contributor & CI Roles (Remote)

FundedNext / December 2023 – December 2024

- Moderated General Chat and Indian Chat **250,000+** members.
- Supported community engagement and events.
- Enforced community guidelines.
- Recognized through monthly funded account rewards.

Web Developer

Sam's Clothing – Dubai, UAE / April 2024

- Developed and customized the company website.

Junior Web Developer

Keen InfoTech / January 2023 – August 2023

- Worked with HTML, CSS, JavaScript, React, Python, Django and MySQL.

PROJECTS

Co-Founder & Community Manager (Part-Time)

Prop Firm Explore (Currently in Development) : propfirmexplore.com

Building a platform to compare proprietary trading firms through a website and Discord community. Managing website development, Discord setup, community growth, bots, roles and launch preparation.

Co-Founder (Part-Time)

Broker Explore (Currently in Development) : brokerexplore.com

Building a platform to compare brokerage firms through a website and Discord community. Managing website development, Discord setup, community growth, bots, roles and launch preparation.

EDUCATION

Bachelor of Technology (B.Tech) – Computer Science Engineering (2020–2024)

CERTIFICATIONS

- Technical Support Fundamentals – **Google** (Coursera) | Jan 17, 2021
- Associate in IT Foundation Skills (Java) – **Infosys** Springboard | May 17, 2022
- Database Operations in MariaDB Using Python – Coursera Project Network | May 17, 2022

SKILLS

- **Customer Support:** Intercom Live Chat, Ticketing, Macros, Internal Notes, SLA Management & Escalations
- Community Management: Discord & Telegram Moderation, Engagement & Events
- Discord Administration: Server Setup, Roles, Permissions, Verification, Bots & Auto-Moderation
- Collaboration: Slack, Google Workspace, Microsoft Office
- Technical: HTML, CSS, JavaScript, React, Python, Django, MySQL, GitHub
- Industry Knowledge: Prop Trading, Brokerage, Forex, Futures & Cryptocurrency

AVAILABILITY

Flexible availability for remote and on-site roles, including night shifts, weekend shifts, and rotational schedules. Open to working weekends with weekday time off as per company scheduling requirements.

LANGUAGES

English
Hindi