

Community Experience Manager // Project Manager

London, UK\*

I'm a community builder who likes to get things done—and done well. For the past 6+ years, I've been turning messy ideas into real, thriving communities. I know how to break big, complex systems into manageable, actionable parts, and I've run everything from onboarding programs to managing cross-functional projects. I thrive in the in-between: part strategy, part ops, all heart. I was also endorsed by UK Tech Nation as a Global Talent, which mostly confirms what I've always known—I'm really good at building things people want to be part of.

\*I have the **right to work in the UK** and **do not require sponsorship**.

## Strengths

**Executor:** I thrive on taking ideas from concept to execution. I know how to break down complex systems and deliver clear, actionable plans that get things done.

**Expert Communicator:** I'm skilled at understanding what people need and turning that into meaningful solutions, whether it's through crafting engaging community programs, building onboarding journeys, or writing strategic content.

**Highly Organized:** Juggling multiple projects at once is where I shine. I have an eye for detail and know how to keep people accountable.

**Systems Thinker:** I bring people, ideas, and tools together to spark innovation. I've designed systems and processes that combine creativity, strategy, and technology to address customer needs.

**Strategist:** I know how to bring diverse groups together around shared goals and focus on outcomes that matter, like growing engagement or driving revenue for community initiatives.

\* 1 \*

## Experiences

### Community Growth Specialist, BBC Radio 1

September 2024 - Present // London (Remote, Freelance)

- Growing BBC Radio 1's New Music Portal's community. Already achieved 150% community growth.
- Designing and executing strategies to attract younger audiences for virtual mixed-reality concerts.
- Maintaining Portal's Discord community, encouraging engagement, and supporting audiences before and during live gigs.

### Product Owner & Community Manager, oevra

January 2025 - Present // USA (Remote, Freelance)

- Led project management and sprint planning during the early development phase of the product at oevra.
- Oversaw the beta testing program, gathered user feedback, and supported iterative improvements to product features.
- Developed and implemented the initial community strategy to support early user engagement.
- Managed the branded mobile app on Kajabi, ensuring content delivery and platform functionality during launch.

### Head of Community, Protein

2021 - December 2023 // London (Remote)

- Head of operations, strategy, and the core team for a tokenized Web3 community, formerly a DAO (Decentralized Autonomous Organization).
- Accelerated 5+ diverse projects from ideation to execution.
- Designed and hosted 30+ online and offline events
- Drove content development and maintained a consistent and compelling narrative.
- Managed token (\$PRTN) accounting for operations and contributions.

### Customer Community Manager, Symphony.live

2022 - 2023 // Amsterdam (Remote, Freelance)

- Provided customer support to 500+ early adopters for a video streaming platform specializing in classical music through web care tools.
- Increased social media followers by 100% and boosted engagement across Facebook, Instagram, and LinkedIn by implementing strategic initiatives and creating tailored content.

## Skills

Community Building  
Project Management  
Strategic Planning  
Systems and Process Design  
Experience Design  
Customer Journey Mapping  
Customer Support  
Branding, Marketing, and Content Development  
Data-Driven Decision Making  
Design Research  
Leadership  
Event Design & Execution

## Education

**MA** Digital Culture and Society, King's College London, Merit

**BA** Communication and Design, Bilkent University, GPA: 3.55

## Certificates

Ultimate Product Management eLearning Course - Scrum.org

Professional Scrum Product Owner (PSPO I)

## Publications and Thought Leadership

Please visit:  
[dindindeniz.com/thought-leadership](https://dindindeniz.com/thought-leadership)

## Tools

Discord, Monday, Asana, G-Suite, Slack, Notion, Miro, Kajabi, Webflow, Wix Canva, Freeagent, Clickup

## Project Manager, New Ways

2024 // London (Remote)

- Championed 14 client projects, including 7 concurrent projects, supporting learning and change initiatives focused on anti-racism, equity, and belonging
- Directed the entire project management lifecycle, covering contracting, budgeting, and resource distribution.
- Nurtured and maintained relationships with clients and ensured seamless onboarding experiences for contractors.

## Community Designer, ATOLYE Academy

2020 - December 2021 // Istanbul (Full-time)

- Served as a co-learning designer, community manager, and operations lead for 2 online cohort-based learning journeys, playing a crucial role in executing ATOLYE Academy's first B2C sales.
- Achieved a significant milestone for ATOLYE Academy, securing £35,000 in B2C sales.
- Engaged 600+ diverse members and guided them through a transformative online learning journey
- Orchestrated 11 online learning modules, led by 20 facilitators.
- Implemented 15 no-code integrations, lightened the admin workload.
- Collaborated with 4 local brands and hosted 7 public events.

## Academy Coordinator, ATOLYE Academy

2019 - 2020 // Istanbul (Full-time)

- Launched ATOLYE Academy for the strategic design consultancy ATOLYE.
- Facilitated 3+ team and stakeholder workshops to develop the go-to-market strategy.
- Conducted design research with 9 stakeholders and 30 interviewees.
- Directed the branding process with the internal visual design team and oversaw an external team of developers and copywriters to launch the website.

## Communications & Research Associate, ATOLYE

2018 - 2019 // Istanbul (Full-time)

- Developed content for social media and wrote blog articles.
- Worked as part of the communications team while also serving as a design researcher for diverse client projects.
- Implemented strategic communication plans and managed corporate and media communications.
- Coordinated 3 internal rebranding initiatives and 2 website production projects.