

Community Experience Manager & Project Manager

London, UK*

Versatile community builder and project manager with 6+ years of experience turning ideas into reality. Skilled at breaking down complex systems into actionable plans, designing engaging community programs, and managing multiple projects with precision. As a UK Tech Global Talent Visa holder, I'm recognized for driving growth and innovation for product communities in various domains. I thrive in roles that require both strategic insight and operational execution.

*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.

Project Manager, New Ways

February 2024 - December 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.

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 Support Specialist, 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 and 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

Publications and Thought Leadership

Please visit:
dindindeniz.com/thought-leadership

Certificates

Professional Scrum Product Owner (PSPO I)

Tools

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

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 3 local brands, hosted 4 public events, and facilitated 10 community forums.

Coordinator, ATOLYE Academy

2019 - 2020 // Istanbul (Full-time)

- Coordinated the launch of 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.