

JOHN

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SUMMARY

Community and creator program manager with eight years in mobile and live-service gaming, equally at home running creator relationships and building the automation that scales them. Has managed ambassador programs across networks of 1,200+ creators, grown a community from pre-release to 100,000+ members, and built the in-house bots and pipelines that handle intake, vetting, feedback, and rewards. Acts as the internal voice of creators and the wider community while owning the technical infrastructure that keeps both running at scale. Fluent in English and Filipino.

EXPERIENCE

Amazing Season Games

September 2023 to March 2026

Community Manager, Creator Programs and Bot Operations (Remote)

- Built the Mecha BREAK community from pre-release through public launch, scaling to 100,000+ members and holding retention near 95% through the highest-traffic period; at peak the community reached 26,000+ daily unique users generating 70,000+ messages and 120,000+ voice minutes per day.
- Ran the Mecha BREAK (600+ creators) and Snowbreak (about 300 creators) ambassador programs end to end, owning outreach, onboarding, contribution standards, performance tracking, and monthly reward distribution.
- Served as the internal voice of creators, turning daily feedback into program proposals; launched "Community Highlights," a recurring creator-spotlight initiative adopted by management.
- Built an LLM-powered feedback pipeline processing thousands of monthly submissions across structured intake and passive chat monitoring, producing daily, weekly, and monthly reports routed to the development team.
- Built creator and operations tooling that prescreened applications against live Twitch and YouTube data (cutting review time by about 50%) and automated ID management, ticket routing, and monthly reward exports.
- Supervised 30 moderators across 24/7 cross-timezone coverage and hosted live Discord watch parties for Summer Game Fest and The Game Awards.

Kuro Games

2022 and 2026

Freelance Discord Bot Developer (Remote)

- Built and later rebuilt the community bot for Punishing: Gray Raven (100,000+ members), automating bulk role distribution for beta access channels and structured in-Discord feedback collection.

Moonton Games

January 2018 to February 2024

Channel Manager to Consultant, Discord Bot Developer (Remote)

- Joined the official Mobile Legends: Bang Bang Discord team when the server had 5,000 members, eliminating mass-mention spam in the first week by redesigning server permissions and building a verification system; promoted to Channel Manager leading a 30+ person moderation team across time zones.
- Joined the Mobile Legends Great Creation League as Bot Developer in 2021, formalized as Consultant in 2022, supporting campaign coordination across a network of 600+ content creators.
- Built campaign submission tools for the Great Creation League and Mobile Legends: Adventure programs, automating content intake and direct export to Google Sheets and cutting coordination workload by about 70%.

SELECTED INDEPENDENT PROJECTS

- **Twitch Stream Tracking (2025 to 2026):** real-time tracking of creator stream hours, replacing manual logging and feeding directly into monthly reward calculations.
- **Discord Timestamp Tool (2026):** browser-based utility for generating and previewing local timestamp codes for event announcements.

SKILLS

Creator and Ambassador Programs: program design and operations, creator outreach and relationship management, recruitment, onboarding, performance tracking, reward distribution, coordination across networks of 1,200+ creators

Community Operations: community scaling (100,000+ members; 500,000+ combined), moderation leadership (65+ moderators across tenures), event and tournament coordination, 24/7 cross-timezone coverage

Feedback and Community Intelligence: signal-to-noise triage, multi-channel feedback collection, LLM-powered pipelines, structured routing to product and development teams

Bot and Automation Development: custom Discord bots, LLM integration, moderation and ticketing pipelines, creator-management and reward tooling, bot hosting and deployment

APIs and Integrations: Discord, Twitch, YouTube, in-game, and Google Sheets APIs

Languages: English, Filipino