DEAN ITER

Operations, Community & Support Generalist | AI Tools & Workflow Automation

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PROFESSIONAL SUMMARY

Versatile operator with 13+ years across tech and consumer companies (SSV Labs, Nintendo, Partner) covering community programs, support operations, IT infrastructure, events and team management. Grew a Web3 community from 2K to 30K on Discord and 20K to 100K on X, built internal Notion and ticketing workflows, and led a 15-person support team. Self-taught and quick to pick up new systems; daily user of ChatGPT, Claude, Gemini and Grok to automate routine work.

SKILLS

Operations: Process design & documentation, workflow automation, SOPs, vendor & logistics coordination, scheduling, cross-team coordination

Community & Content: Community programs (ambassadors, contributors), moderation, campaigns, events, user guides, copywriting, social media, video editing

Support: Ticketing systems, knowledge base & help docs, tier-2 troubleshooting, escalation to engineering, team leadership

Systems & Data: Notion, Excel / Google Sheets, CRM, MySQL, Windows & Linux servers, SMTP/FTP, Discord bots, Galxe, Zealy

AI Tools: ChatGPT, Claude, Gemini, Grok; prompt writing, AI-assisted research, writing, data cleanup, small app prototyping

WORK EXPERIENCE

Senior Community Manager (Community, Support & Operations) | SSV Labs (ssv.network) **2021 – 2025**

- Grew the community from 2K to 30K Discord members and 20K to 100K X followers through campaigns, contributor programs and consistent moderation.
- Designed and launched the SSVdivers Ambassador Program and Community Associates Program; built reward structures and reached 500+ active associates in the Associates Program's first 3 months.
- Ran contributor sprints on Galxe, Zealy and Discord, lifting engagement by about 30%.
- Helped move the protocol to a community-owned model, including setting up the SSV Foundation and its community governance processes.
- Led support operations: set up Notion workflows and a ticketing system, triaged and escalated technical issues, and automated recurring internal tasks.
- Wrote user guides and instructional content that explained complex technology (Distributed Validator Technology) in plain language; produced social and video content.
- Organized community calls, contests and events, and fed community feedback into product priorities.

AI Workflows & App Projects | Independent Projects **2025 – Present**

- Built a mobile trivia game (guess the actor) end to end using AI coding assistants, from concept to working app.
- Use ChatGPT, Claude, Gemini and Grok daily to build small automations for research, writing and organizing information.

Community & Events Manager | Nintendo Israel **2019 – 2021**

- Owned all on-site and off-site logistics for fan events: vendors, venues, schedules, checklists and itineraries.
- Designed event layouts and technical set-up requirements for gaming attractions.
- Served as the main contact between vendors, venues, planners and internal teams; solved problems on the day.

Product & Search Quality Evaluator | Twiggle (AI e-commerce search) **2018 – 2019**

- Evaluated search results and product data for an AI-powered e-commerce search engine against detailed quality guidelines.
- Tracked evaluations and project documentation in Excel and delivered on strict schedules.

IT & Infrastructure Manager | MM Email Marketing Solutions **2015 – 2018**

- Managed IT infrastructure for the company and its clients' large-scale email marketing: servers, security, databases and user support.
- Configured and maintained Windows and Linux servers (MySQL, SMTP, FTP) and wrote scripts for SMTP software.

Restaurant & Bar Manager | Culinary Industry **2013 – 2015**

- Ran floor and bar operations: staff scheduling and management, stock, ordering and suppliers.

Technical Support Team Manager | Partner Communications **2011 – 2013**

- Managed a 15-person customer service and tech support team: set priorities, monitored service quality and handled escalations.
- Guided customers through technical and cellular features; tracked service data with CRM, Excel and MySQL.

EDUCATION & CERTIFICATION

MCSA Certification: IT & Network Management | John Bryce 2014 – 2015

VOLUNTEERING

- Build gaming setups and teach gaming to children from low-income families.
- Give private gaming lessons to children in boarding schools to build positive learning habits.

LANGUAGES

Hebrew (native) | English (native-level, full professional proficiency)