Xiomara Ravensworth

Community Manager

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SUMMARY

Community manager with 5 years of experience growing and moderating Discord, forum and social communities for gaming and SaaS brands. Grew a Discord server from 8,000 to 42,000 members and cut average response time from 6 hours to 45 minutes. Known for turning member feedback into product and content decisions.

EXPERIENCE

Community Manager — Hollowmoor Games

Portland, OR · Mar 2022 – Present

- Grew the game's Discord server from 8,000 to 42,000 members in 18 months through weekly events, AMAs and a referral-friendly invite structure.
- Cut average response time to member questions from 6 hours to 45 minutes by training 10 volunteer moderators and writing a response playbook.
- Ran a monthly feedback thread that surfaced 3 bug reports and 2 feature requests the dev team shipped within a quarter.
- Organized 24 community events over 2 years, including 6 developer AMAs that drew an average of 1,800 live attendees.
- Built a moderation policy with clear escalation tiers that cut repeat rule violations by 35% and reduced moderator burnout complaints.

Community Associate — Brightloop Software

Remote (US) · Jan 2020 – Feb 2022

- Managed a 15,000-member customer forum, answering or routing 90% of posts within 24 hours.
- Launched a monthly member spotlight that lifted forum post volume by 20% and surfaced 5 power users who became paid beta testers.
- Partnered with support to resolve 200+ recurring questions into a pinned FAQ, cutting duplicate threads by 30%.

SKILLS

Community platforms: Discord, Circle, Discourse, Facebook Groups, Reddit

Engagement: Event planning, AMAs, content calendars, community moderation, escalation handling

Analytics: Discord Insights, Google Analytics, sentiment tracking, engagement reporting

Collaboration: Cross-functional feedback loops, volunteer moderator programs, crisis response

EDUCATION

B.A. Communication, Portland State University, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.