

BHAGYA RATHNASEKARA

Community Operations

Paid Communities · Onboarding · Member Support · Access Control · Retention · SOPs and Documentation
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SUMMARY

Community operations professional with 3+ years owning the member lifecycle for paid Telegram and Discord communities. Ran community operations as a one-person function for a 500+ member paid community, where onboarding and documentation helped reduce repeat support by roughly **60%** and helped maintain approximately **90% paid-member retention** through the 2023 downturn. Now leads operations for a private paid research community.

SKILLS

Community operations: Member lifecycle, paid memberships, onboarding, member support, retention, engagement, community education, moderation operations

Trust and safety: Permissions and access control, member verification, anti-spam tooling, escalation handling, community guidelines

Documentation and process: SOPs, FAQs, knowledge-base design, onboarding flows, process documentation, process improvement, customer support systems

Platforms and tools: Telegram, Discord, Notion, Stripe, Lovable, Apify, n8n

AI-assisted workflows: Claude Code, ChatGPT/Codex and Gemini for structured research and analysis, drafting and review, AI-assisted coding, reusable local workflows

EXPERIENCE

Community Operations Lead — Printers Lounge

October 2025 – Present · Remote · Private paid research community on Telegram

- Built the community site on Lovable and configured the Stripe checkout and payment flow behind its one-time paid membership.
- Designed the access workflow that verifies payment before issuing a single-use Telegram invitation, removing reusable invite links from the joining path.
- Supported the October 2025 launch and now lead day-to-day operations: onboarding, member support, access review, moderation and escalation.
- Documented the access rules, onboarding steps and payment-exception handling the community runs on. No recorded phishing or unauthorised-access incidents since the October 2025 launch: an operating record, not a security guarantee.

Community Operations Manager — Fast Launch Digital

August 2022 – May 2025 · Remote · 500+ member paid crypto and finance education community

- Helped maintain approximately **90% paid-member retention** through the 2023 downturn by tracking engagement signals, reviewing member feedback and flagging churn risk early.
- Helped reduce repeated support requests by roughly **60%** by building self-serve onboarding, searchable FAQs and a pinned knowledge base.
- Built the member education library of exchange onboarding walkthroughs and risk-tiered portfolio guides, published to a dedicated channel so members could self-serve.
- Standardised moderation across Telegram and Discord with documented rules, access controls, anti-spam tooling and defined escalation paths.

Web3 Risk & Due Diligence Consultant — Freelance

October 2021 – August 2022 · Remote

- Produced structured due-diligence reports covering teams, business models, tokenomics, roadmaps and security risk for private investors.
- Translated technical and on-chain findings into plain English, kept in a consistent framework so projects could be compared side by side.

PROJECTS

Telegram Public Channel Monitor (2026) · apify.com/bgy_1203/telegram-public-channel-monitor

Public Apify Actor reading one public Telegram channel per run via t.me/s/, with no login or private-channel access. Companion n8n workflow adds scheduling, persistent state, deduplication, keyword filtering and alerts. One demonstrated run returned 100 structured records in 9 seconds.

CERTIFICATIONS

Digital Marketing — HubSpot Academy, 2026 · **Web3 Market Dynamics & Technical Analysis** — Udemy, 2023

Figures above are approximate, collaboratively attributed, based on internal reporting and direct experience, not independently audited.