



CONTACT

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🌐 Pakistan

⚡ Remote

★ 1+ Year Experience

SOCIAL

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CORE SKILLS

Community Management • Support Chat Handling
• User Support • Content Moderation •
Comment Review • Report Review • Trust and
Safety • Account Investigation • Complaint
Handling • Submission Quality Review • Human
Review • Issue Escalation • Case Documentation
• Clear Written Communication • Attention to
Detail • Privacy-Aware Handling

LANGUAGES

English — Upper-Intermediate

Urdu — Native

M AFZAN

Community Manager & Support Chat Specialist

Community Moderation • User Support • Trust & Safety • Platform Operations

● Available for Remote Opportunities

PROFILE

Professional Summary

Community Manager and Support Chat Specialist with 1+ year of experience supporting online users, reviewing community activity, handling support requests, and assisting with platform operations. Experienced in comment moderation, report review, user account support, creator-job checks, submission-quality review, and responsible issue escalation. Focused on clear communication, user privacy, fair decisions, and organized case documentation.

EXPERIENCE

Community Manager & Support Chat Specialist

WURK.FN • Remote / Contract • Nov 2025 – Present

- Respond to user support questions and platform-related concerns
- Manage support threads and provide clear follow-up messages
- Review comments, spam, abusive content, and possible rule violations
- Review reports involving suspicious activity, scams, or phishing concerns
- Support users with account, profile, and connected-platform issues
- Review creator jobs, submissions, and description-edit requests
- Perform human quality checks when automated review is not enough
- Escalate technical, sensitive, or policy-related cases to the correct team
- Document decisions, actions, and follow-up requirements clearly
- Help maintain a safer and more organized community environment

FEATURED PROJECT

Community Moderation and User Support Operations

Online Microjob Platform

Supported an online platform by managing user questions, reviewing community activity, checking reports, investigating account concerns, reviewing creator work, and helping process quality and safety cases.

CHALLENGE The platform received user questions, reports, account concerns, creator submissions, and cases that required careful human review.

MY ROLE Reviewed available information, communicated with users, applied platform guidelines, documented decisions, and escalated complex cases.

APPROACH Review request → Check context → Apply guidelines → Respond or moderate → Escalate when required → Document outcome

Public-safe summary. Private user data and restricted platform information are not displayed.

TOOLS & PLATFORMS

Internal Moderator Dashboards • Support Ticket Systems • Live Chat Tools • Discord • Telegram • X • Facebook Groups • Slack • Google Workspace • Notion • Trello • Shared Documentation • Basic CRM Systems • Quality Review Checklists • Escalation Workflows

STRENGTHS

- | | |
|----------------------------|---------------------------|
| → Clear Communication | → Calm Complaint Handling |
| → Fair and Careful Review | → User Privacy Awareness |
| → Consistent Documentation | → Responsible Escalation |

Available for remote roles in community management, customer support, content moderation, trust and safety, and platform operations.

LET'S CONNECT