

Michelle Waite

Community Operations, Engagement & Advocacy Leader

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Summary

Community builder with 7+ years of experience growing and managing gaming communities from the ground up. Experienced in Discord setup, social presence, live events, and creator outreach. Known for turning early-stage communities into active, engaged player bases through hands-on interaction, content, and feedback loops.

Core Skills

- Discord community setup, moderation, and growth
- Social platforms: Reddit, X, Discord, YouTube
- LiveOps events, tournaments, and engagement loops
- Creator & influencer outreach
- Community conflict resolution and moderation
- Player feedback collection and reporting

Professional Experience

Gala Games - Community Manager — Discord & LiveOps Full-Time, Remote | Jun 2020 – Dec 2024

- Built and grew community presence across Discord, Reddit, and social platforms for a live game
- Designed and ran 75+ live events and community programs to drive engagement and retention
- Created and scaled moderator and ambassador programs across multiple platforms
- Worked directly with creators and streamers to expand reach and build community identity
- Managed player feedback loops and shared insights with developers to influence updates
- Wrote community posts, updates, and announcements across multiple channels
- Helped grow DAU by +175% and improve retention by +20%

Opsgility - Independent Consultant, Customer Success (Contract) Remote | May 2025 – Jun 2025

- Supported live sessions and community-style engagement during training programs
- Built simple onboarding and communication workflows to improve user experience

Outlier.ai - Community Reviewer / AI Training Contributor (Contract) Remote | Feb 2024 – Present

- Reviewed and moderated content using structured guidelines
- Identified trends and edge cases to improve community quality and consistency

Cancer Centers of the Carolinas, Berkshire Hematology Oncology, New York Oncology Hematology - Lead Oncology Admixture Technician / Operations Greenville, SC • Pittsfield, MA • Albany, NY | May 2009 – Sep 2021

- Managed teams, workflows, and high-pressure environments
- Built strong communication, organization, and problem-solving skills

Education

Bachelor of Science, Pharmaceutical Sciences | Albany College of Pharmacy and Health Sciences | Albany, NY

Certifications & Training

- SheCodes | Junior Developer Bootcamp (2025)
- IBM: Artificial Intelligence Fundamentals (2025)
- Microsoft: Generative AI for Marketing with Copilot (2025)
- Project Management Institute: Project Management – Healthcare Projects, Project Management Foundations
- LinkedIn Learning: SQL Essentials • Marketing Strategy • Content Marketing • Social Media Marketing • Game Design Foundations