

Jon K. Williams

Washington, USA

jon.k.williams.711@gmail.com

github.com/Jonny-Ringo

I troubleshoot equipment, support customers, manage communities, and build software. My experience combines hands-on technical work, team leadership, and AI-assisted development.

Experience

Community Operations Manager & Operations Advisor

COMMUNITY & OPERATIONS | FROM FEB 2021

Forward Research (Arweave + AO) · Sarcophagus · Polkadot · Decent DAO · DAO Academy

Managed community operations across Discord and Telegram, supporting communities totaling more than 80,000 members.

- Selected and configured bots for moderation, task management, and event coordination.
- Organized community events, AMAs, contests, and ambassador programs. Traveled to industry events, helped set up booths, and spoke with attendees about the projects.
- Managed official project accounts on X (Twitter), LinkedIn, and other social platforms.
- Built community websites and resource libraries; coordinated content across social, audio, and video platforms.
- Coordinated multi-party proposals and community treasury operations.
- Produced and curated content across YouTube, TikTok, Spotify, Medium, and Reddit, alongside official account management on X (Twitter) and LinkedIn.
- Coordinated audio and video content for community events and AMAs.

Vacuum Systems & IQ Engineer

INTEL | JUN 2019 — NOV 2021

Troubleshoot and repaired vacuum systems in a demanding industrial environment.

- Supported equipment deconstruction and relocation, reviewing blueprints and utilities with engineering teams.
- Managed tool, parts, and shipment inventories to support equipment operations.
- Trained team members on procedures, equipment, and safe working practices.
- Tracked shipment inventories and equipment placement during industrial tool relocations.
- Maintained PPE and ergonomic practices alongside equipment and inventory procedures.

Technical Support Specialist

KELLY CONNECT · APPLE ITUNES SUPPORT | OCT 2017 — AUG 2018

Supported customers with account access and technical troubleshooting, progressing from Tier 1 support to Tier 2 supervision.

- Resolved escalated issues in collaboration with engineers.
- Coached Tier 1 representatives and helped maintain service quality.
- Balanced account-access troubleshooting and escalations with policy adherence and customer service requirements.

Skills

Troubleshoot & Support

Diagnose equipment issues, work through technical problems, and help customers and teammates find a resolution.

Equipment troubleshooting · Technical support · Escalation handling · Team training

Build & Automate

Websites, personal apps, and custom tools that make everyday work easier.

Agentic Coding · JavaScript · HTML & CSS · Node.js · Lua · PowerShell · Vite

Manage & Coordinate

Keep community programs, events, people, and day-to-day operations moving in the same direction.

Community management · Discord & Telegram · Project coordination · Operations · Bot configuration · Official social accounts

Analyze & Communicate

Turn platform activity into useful reports, organize resources, and communicate technical information clearly.

GraphQL · Data visualization · Documentation · Arweave & AO · GitHub · DigitalOcean

AI Proficiency

Apply AI to technical work and community management, with careful judgment about accuracy, quality, and usefulness.

AI-assisted development · Content workflows · Output review

Some of My Work

AOction House & FunctionOverForm

WEB DEVELOPMENT · ARWEAVE / AO

Work on auction experiences and playable digital collectibles, bringing together responsive interfaces, JavaScript, and Lua on AO.

AOction House source: https://github.com/Jonny-Ringo/AOction_House

1of1 source: https://github.com/Jonny-Ringo/1of1_AOction_House

The Eye

GRAPHQL · POWERSHELL · REPORTING

Collected Arweave and AO metrics using GraphQL, producing daily reports and visualizations of platform activity and engagement.

Visit The Eye: <https://eye-of-ao.arweave.net/>

Infrastructure for Online Communities

COMMUNITY OPERATIONS · AUTOMATION

Setup and configuration of moderation and coordination bots, alongside informational websites, events, and resources for large online communities.

References available on request.