

KELLSAI KIMBALL

Fort Dodge, IA

Professional and detail-oriented customer service specialist with 5+ years of experience supporting communities, coordinating operations, and assisting individuals in fast-paced environments. Skilled in communication, scheduling, conflict resolution, data entry, and administrative support. Experienced in handling sensitive information, assisting diverse populations, and creating welcoming experiences through professionalism and empathy. Dedicated to providing organized, patient-centered support while maintaining accuracy and efficiency.

Education

Bachelor of Science, Game Business & Esports
Full Sail University – Projected Graduation:
November 2026

Honors & Involvement

National Society of Collegiate Scholars (NSCS)

Member since 2025 – recognized for academic achievement and leadership potential. From member to vice president of social media to chapter vice president.

Contact

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Skills

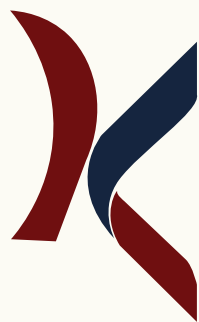
- Community Management: Moderation, server support, player engagement, feedback loops
- Platforms & Tools: Discord (bot moderation), TikTok, Instagram, Canva, Microsoft Office
- Event Coordination: Online tournaments, game nights, movie watch parties, live Q&A sessions
- Content & Engagement: Post scheduling, user-generated content, community prompts
- Data & Analysis: Sentiment tracking, engagement metrics, improvement planning
- Team Collaboration

Professional Experience

Discord Community Moderator

Multiple Gaming Servers | Remote March 2021 – Present

- Managed and moderated multiple servers, fostering inclusive, safe, and vibrant communities
- Organized and hosted over 50 successful events including trivia, tournaments, and seasonal campaigns
- Designed and implemented engagement strategies, boosting recurring event participation
- Troubleshoot Discord bots and supported technical infrastructure in collaboration with developers
- Rebuilt a declining server through structural changes, new content initiatives, and clearer guidelines
- Provided player support and de-escalated conflict, improving community sentiment and retention



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Professional Experience Cont.

Property & Program Manager

Various Organizations | Iowa & Wisconsin 2017 – Present

- Coordinated team schedules and community programs, overseeing daily operations for residential sites
- Led training initiatives and staff onboarding, enhancing team cohesion and performance
- Managed resident feedback systems and planned events to increase satisfaction and participation
- Utilized spreadsheets and CRMs for invoicing, data tracking, and program applications

Community Research Fellow – Project Moonlight

Remote | July 2025 – December 2025

- Collaborated with peers to design, implement, and evaluate experiments on Discord, Reddit, and Twitch
- Built community features and engagement systems aimed at encouraging kindness, empathy, and helpfulness
- Translated online behavioral insights into actionable approaches for improving real-world interactions
- Documented and presented findings to support broader application in digital community management

eGEN- Part Time Community Moderator

Remote | October 2025-Present

- Moderate and manage online community spaces to ensure a safe, engaging, and brand-aligned environment
- Monitor conversations, enforce community guidelines, and de-escalate conflicts in real time
- Identify trending topics and recurring community concerns to inform internal feedback loops
- Support engagement initiatives that increase active participation and positive sentiment

National Society of Collegiate Scholars – Vice President of Social Media

Full Sail University | [October 2025 – Present]

- Lead social media strategy across Instagram, LinkedIn, and campus platforms
- Develop and execute content calendars aligned with chapter goals and national branding standards
- Increase student engagement through event promotion, spotlight features, and interactive posts
- Analyze performance data to optimize reach, engagement, and follower growth
- Collaborate with executive board members to align messaging with recruitment and retention initiatives