

COVER LETTER

Subject: Application for Head of Operations – Vincent Nguyen – [Operational Powerhouse]

Dear Solana Funded Team,

I am writing to express my strong interest in the Head of Operations position at Solana Funded. Throughout my 4-year career in the Web3 and Fintech ecosystem, I have built a reputation as an **"Operational Powerhouse"** who excels at creating order from chaos. From managing **\$2M+ national campaign budgets** at age 19 to overseeing **\$90B in trading volume** at Bybit, I have consistently delivered "Swiss-clock" precision in high-velocity environments.

Your search for someone to own task management, payout infrastructure, and reporting aligns perfectly with my core strengths:

- **Crypto Payout & Dispute Expertise:** In my recent role at Bybit, I manage high-volume transaction flows and resolve **1,000+ P2P disputes monthly**. I possess a deep, "on-the-ground" understanding of Fiat On/Off Ramp friction points and fraud mitigation. I am ready to ensure Solana Funded's payout infrastructure (Crypto, Bank, Digital Payments) is seamless, secure, and scalable.
- **Data-Driven System Architect:** I don't just follow SOPs; I build them using data. My internal promotion to **Data Analyst** at ATX was a direct result of my ability to transform raw, chaotic data into actionable **Looker Studio dashboards**. I will bring this "Data-First" mentality to your ClickUp boards, ensuring every task is tracked, every blocker is cleared, and every KPI is visible.
- **High-Velocity Execution (Solana Speed):** Having been awarded the **"Real-time Award"** during the SUI Listing campaign, I thrive in the fast-paced nature of the Solana ecosystem. I am a self-starter who executes without micromanagement, whether it's coordinating with developers on QA testing or managing external vendors and legal compliance (FZCO).
- **Community & Leadership Presence:** Beyond the back office, I am comfortable representing the brand on **Discord stages and AMAs**. My background in Event Management and PR allows me to communicate complex operational updates to the community with clarity and impact.

I have visualized my operational frameworks, data visualizations, and past project successes in my portfolio at vincentnguyen.work/portfolio.

I am fully available during UAE business hours and eager to help Solana Funded scale its operational foundation. Thank you for your time and consideration.

Best regards,

Vincent Nguyen

Operations & Growth Specialist

Telegram: @de20_vincentng

Website: vincentnguyen.work

VINCENT NGUYEN

Head of Operations | Crypto Infrastructure & Growth Specialist

 vincentnguyen.work |  [Portfolio](#)  vincentng.business@gmail.com

 [+84 37 648 8297](tel:+84376488297) |  Telegram: [@de20_vincentng](https://t.me/de20_vincentng)

PROFESSIONAL SUMMARY

Operational powerhouse with over 4 years of experience in the Web3 and Fintech ecosystem and 7-year plus in management. Expert in building **payout infrastructures**, managing **high-volume P2P dispute resolutions** (1,000+ cases/month), and optimizing operations through data-driven insights. Proven ability to "create order from chaos" by establishing automated **SOPs** and real-time **data dashboards** (Looker Studio, Tableau) from raw datasets. Previously managed a national-scale campaign budget of **\$2M+** at age 19 and coordinated **\$90B in trading volume** at Bybit.

WORK EXPERIENCE

Bybit Exchange

P2P Operation Assistant | SE Asia & Global

April 2025 – April 2026

- **Infrastructure & Payout Support:** Managed high-volume transaction flows and verified payment evidence for Fiat On/Off Ramp systems, ensuring 24/7 liquidity for global traders.
- **Risk & Dispute Resolution:** Directly resolved 1,000+ appeals/disputes monthly, utilizing behavioral analysis and digital forensics to mitigate fraud and resolve complex account takeover cases (up to 3,000+ USDT).
- **Operational SOPs:** Standardized payment verification protocols and provided UI/UX improvement feedback to the Product team, reducing manual operational errors and user appeals.
- **Data-Driven Reporting:** Built custom Looker Studio dashboards from raw P2P data to track order completion times (SLA) and merchant performance KPIs.

Marketing & Operation Manager | Vietnam & Malaysia

December 2022 – April 2024

- **Growth Operations:** Spearheaded regional marketing operations resulting in **\$90B in trading volume** and a 57% increase in sign-ups in 2023.
- **High-Stakes Execution:** Awarded the **Real-time Award (2023)** for operational excellence during the SUI Listing - ByStarter campaign.
- **Operational Troubleshooting:** Resolved critical KYC Level 2 bottlenecks by designing and implementing a localized verification process.

ATX Exchange

Data Analyst Intern (Internal Promotion)

December 2024 – February 2025

- **Data Infrastructure:** Promoted internally to the Data department based on analytical performance; consulted on developing a tailored data warehouse for advanced analytics.
- **Business Intelligence:** Designed and maintained real-time dashboards in Looker Studio to track user acquisition, trading volume, and campaign ROI from raw datasets.

Community & Growth Senior Specialist

September 2024 – December 2024

- **Growth Strategy:** Drove user acquisition by optimizing acquisition channels and analyzing retention metrics.

Lights Off Ideas Up Organization (BOOVironment – BOO JSC.)

Head of Event Department

December 2018 – April 2019

- **National Operational Leadership:** Orchestrated the 10th Anniversary Campaign of Vietnam's premier environmental project with a total investment/budget exceeding **\$2,000,000**.
- **National Logistics:** Managed logistics for a nationwide campaign across **63 provinces**, with the flagship event attracting **10,000+ attendees** in Hanoi.

- **Stakeholder Coordination:** Coordinated directly with **WWF-Vietnam**, the **Ministry of Industry and Trade**, and high-profile celebrity ambassadors to ensure seamless execution.
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EDUCATION

- **Staffordshire University (Class of 2021):** Bachelor of Arts (BA) in Event Management - **GPA: 3.8/4.0** (Scholarship Student).
 - **FPT Highschool (Class of 2018): GPA: 9.6/10** (Top of class).
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CORE COMPETENCIES

- **Strategic Operations:** \$2M+ Budget Management, Crypto Payout Infrastructure, SOP Development, FZCO Compliance.
- **Data & Analytics:** Dashboard Automation (Looker Studio, Tableau), Raw Data Processing, Behavioral Analysis.
- **Project Management:** Proficient in ClickUp, Notion, Lark, and Google Workspace (Swiss-clock workflow mentality).
- **Communication:** Fluent English (IELTS 7.5), Discord Stage/AMA experience. MC Stage.