

JON K. WILLIAMS

Technical Operations | Customer Support | Community Operations

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PROFESSIONAL SUMMARY

Technical operations and customer/community support leader with 5+ years building and running high-touch digital communities and support systems, backed by prior Tier 2 Apple support and engineering experience at Intel. Combines hands-on troubleshooting, AI-native workflows, analytics, documentation, and software development to move issues from user report to root cause, escalation, and resolution. Experienced with communities of 80,000+ members and complex technical ecosystems.

CORE STRENGTHS

Customer & Community Ops	Technical Support & Escalation	AI-Native Workflows	Issue / Incident Triage
Knowledge & Documentation	Analytics & Reporting	Automation & Bots	Developer / User Onboarding

EXPERIENCE

Staff Officer & Community Lead

Forward Research / AO & Arweave Ecosystem | 2024 - Present

- Lead community and technical support operations across AO and Arweave, translating protocol, wallet, exchange, node, and developer issues into clear guidance and actionable escalation.
- Coordinate across users, developers, infrastructure operators, exchanges, and internal teams; investigate recurring issues and convert them into documentation, fixes, operational updates, or engineering follow-up.
- Maintain ecosystem-facing operational details including public listings, supply/reporting endpoints, open support issues, and security / false-positive remediation across third-party platforms.
- Build and operate ecosystem analytics and monitoring tools, including The Eye, which surfaces developer activity, transaction volume, node/network status, and other operational metrics.
- Contribute technical documentation, examples, scripts, and pull requests across AO tooling while supporting HyperBEAM / AOS onboarding and troubleshooting.

Founder & CEO

DA Operations (formerly DAO Academy) | 2021 - Present

- Built a community operations business serving technical online ecosystems; managed communities exceeding 80,000 members across Discord, Telegram, X, Reddit, Farcaster, and related support channels.
- Design onboarding, moderation, support, escalation, reporting, bot/automation, event, ambassador, bounty, and community-program workflows from initial setup through day-to-day operation.
- Provide technical troubleshooting and first-line investigation, escalating with context when engineering or product intervention is required.
- Use AI as an operational copilot for research, knowledge retrieval, documentation, QA, reporting, workflow design, and automation while retaining human accountability for customer outcomes.
- Turn recurring community questions, bugs, onboarding friction, and sentiment into ecosystem reports that teams can use for product and operational decisions.
- Selected experience includes Sarcophagus, Polkadot, Decent DAO, Arweave, and AO.

SELECTED TECHNICAL PROJECTS

The Eye of AO

Ecosystem analytics, infrastructure monitoring, and operational intelligence

- Built and continuously evolved an analytics and monitoring platform that tracks developer activity, daily transactions, node/network health, and other AO/Arweave ecosystem signals, including 3D node visualization and operational dashboards.

Arweave App Analytics / Permaweb Analytics

Client-side analytics and permanent event data

- Designed a browser-based analytics approach that records small application events to Arweave and queries them with GraphQL, reducing dependence on third-party analytics infrastructure while keeping the data queryable and permanent.

AOction House

AO / Lua auction contracts and web interface

- Built an auction platform using HTML, CSS, JavaScript, and Lua in the AO environment, including listing, bidding, refunds, settlement, and asset-transfer flows.

EARLIER TECHNICAL & SUPPORT EXPERIENCE

Vacuum Systems Engineer

Intel | Dec 2019 - Nov 2021

- Troubleshoot failed and faulted semiconductor equipment, determined repair requirements, coordinated parts, documented work, and trained team members on procedures and equipment.
- Served on trainee certification activities and operated in a high-compliance environment requiring disciplined safety, documentation, and procedural execution.

Install Quality / Tool Move Operations

Retronix | Jun 2019 - Dec 2019

- Coordinated semiconductor tool moves and installations with Intel engineers, verified utilities and blueprint accuracy, and managed shipment / parts inventory during relocations.

Tier 1 Specialist -> Tier 2 Supervisor

KellyConnect / Apple iTunes Support | Oct 2017 - Aug 2018

- Resolved account access, security, purchase, refund, and technical issues; promoted to Tier 2 to handle complex escalations and sensitive internal cases.
- Coached Tier 1 representatives, collaborated with engineers on system/device issues, managed callbacks and case follow-up, and maintained strong customer satisfaction and resolution performance.

TECHNICAL SKILLS

Languages / Development: HTML, CSS, JavaScript, Lua, GraphQL, PowerShell, Node.js

Systems / Platforms: Git/GitHub, Linux, Nginx, SQLite, DigitalOcean, Arweave, AO, HyperBEAM

Operations: Discord, Telegram, X, Reddit, Farcaster, Notion, Trello, CoinMarketCap, CoinGecko, support / moderation tooling

EDUCATION & TRAINING

Volkswagen Academy - VW Fast Track certification, 2018

Anaconda Job Corps - GED; Heavy Equipment Mechanic trade certification, 2008-2009