

PAOLO DIOMEDE

Ecosystem Manager | Advisory Board Expertise | DAO Governance Leadership

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WORK EXPERIENCE

Governance Advisory Board (Part-Time)

Livepeer

06/2025 - Present Remote

- Contributing to strategic direction across decentralization, protocol upgrades, treasury management, and governance design.
- Enabling community-driven decision-making and the development of a resilient, community-owned protocol.

Ecosystem Manager Community (Full-Time)

The Graph Foundation

05/2023 - Present Remote

- Responsible for leading regional strategy, community building, and global brand implementation.
- Launched and scaled nine international communities (Africa, Brazil, China, India, Japan, Korea, LATAM, Malaysia, Vietnam) to strengthen global presence.
- Oversaw branding and messaging consistency across all regional communities.
- Recruited and guided a distributed team of 13 Community Managers and 4 Moderators.
- Represent The Graph Foundation at key industry events and engage with ecosystem participants worldwide.

Co-Founder & Operations Lead at Graph AdvocatesDAO

The Graph Foundation

01/2022 - 06/2024 Remote

- Co-founded and launched Graph AdvocatesDAO, a community-led DAO supported by The Graph Foundation.
- The DAO was formed to steward the Graph Advocates Program and manage Community Grants, responsibilities previously handled directly by the Foundation.
- Onboarded 300+ newcomers into web3.
- Managed community events with a total budget of \$300K.
- Oversaw the distribution and review of \$500K in Community Grants.

Co-Founder & CEO

Nemax Tech

06/2021 - 10/2025 Remote

- Co-founded and operated my own company (2021–2025), advancing the decentralized future through professional validator operations and community-first strategies.
- Built and managed validator infrastructure across multiple blockchain protocols.
- Built tools to monitor and visualize blockchain data for transparency and performance tracking.
- Directed strategic Web3 community development initiatives across various ecosystems.
- Launched and scaled the Live Pioneers community to grow Livepeer’s base of delegators and long-term holders of the native LPT token.

Community Lead

Graphtronauts

02/2021 - 05/2025 Remote

- Co-founded and managed Graphtronauts, the largest and fastest-growing independent community of long-term supporters of The Graph protocol.
- Focused on education, engagement, and grassroots advocacy.
- Grew the community to 3,000+ members in 12 months.
- Launched and maintained a strong presence across multiple platforms: Telegram, X, Medium, Discord, Reddit, YouTube, and Farcaster.
- Secured \$480K in grants to support community-driven initiatives and growth.

STRENGTHS

- DAO Governance Leadership**
Skilled in DAO governance, from proposals and voting to treasury and grants.
- Community Expansion Leader**
Proven track record in growing diverse international communities and leading cross-functional teams.
- Blockchain Adoption Advocate**
Passionate about innovation and encouraging blockchain adoption worldwide.
- Long-term Relationship Building**
Expert at driving retention through strong stakeholder relationships.

LANGUAGES

- Italian**
Native
- English**
Proficient
- Spanish**
Intermediate

INTERESTS

- DeFi & Personal Finance**
- Vibe Coding and learning AI**
- Travel & Cultural Exploration**
- Skiing & Physical Fitness**

FIND ME ONLINE

- LinkedIn**
<https://www.linkedin.com/in/pdiomede>
- Twitter/X**
<https://x.com/pdiomede>
- Farcaster**
<https://warpcast.com/pdiomede>
- Reddit**
<https://www.reddit.com/user/hornelson>
- GitHub**
<https://github.com/pdiomede>
- Indexer Score**
<https://indexerscore.com>
- Graph Tools Pro**
<https://graphtools.pro>

WORK EXPERIENCE

Principal Customer Advocate

OpenText

📅 10/2018 - 04/2023 📍 Remote,

- Led strategic customer advocacy efforts across EMEA, resolving high-impact issues and strengthening executive relationships to drive retention and account growth.
- Handled 100+ critical escalations yearly, maintaining 90% satisfaction.
- Liaised with execs at 20+ Fortune 500 clients to align needs with product/engineering.
- Drove \$25M+ in retained revenue through executive engagement across departments.

Cloud Operations Onboarding Manager

OpenText

📅 01/2016 - 09/2018 📍 Remote

- Supported the Cloud Operations team in delivering OpenText Managed Cloud Services across Southern Europe, with a focus on major public sector clients.
- Led onboarding for digital transformation projects in Madrid and Barcelona, impacting 25K+ employees.
- Achieved a 99.8% success rate in go-live transitions for cloud-hosted environments.
- Boosted onboarding satisfaction to 92% via clear communication and tailored plans.

Escalation Manager, Customer Support

OpenText

📅 01/2014 - 12/2015 📍 Remote

- Managed 80+ high-priority technical escalations yearly, ensuring resolution within SLA through cross-functional coordination.
- Reduced average resolution time by 25% by introducing a triage system and direct engineer-routing.
- Built executive trust by providing transparent progress updates on major issues across global accounts.
- Played key role in retention of at-risk clients through timely, structured crisis management.

Relationship Manager, Customer Support

OpenText

📅 05/2011 - 12/2013 📍 Remote

- Owned relationships with 30+ enterprise clients in Southern Europe, achieving 98% renewal rate
- Resolved critical incidents by aligning Support, Sales, and Product teams, increasing customer satisfaction by 20%
- Recovered \$3M in at-risk contracts through proactive engagement and personalized retention plans
- Introduced feedback loops to Product teams, influencing roadmap for high-impact customer-requested features

Support Engineer (SWAT team)

OpenText

📅 01/2007 - 04/2011 📍 Rome, Italy

- Delivered on-site crisis resolution across EMEA for the EIMS product line, cutting downtime by 40%
- Acted as last-line support for escalations, resolving 200+ complex technical cases annually
- Partnered with R&D to deliver hotfixes, contributing to 3 major product stability improvement
- Trained junior engineers and local teams, reducing recurring issues in top-tier accounts

Senior Consultant

OpenText (Hummingbird)

📅 09/2001 - 12/2006 📍 Rome, Italy

- Delivered ECM implementations for 20+ clients across Europe and Italy
- Led legacy system migrations for improved document workflows
- Built custom modules to meet compliance and automation needs
- Mentored junior consultants in the Southern Europe team

WORK EXPERIENCE

Technical Presales Engineer

Software AG

📅 09/2000 - 08/2001 📍 Rome, Italy

- Presales Engineer and Education Specialist for the XML Information Server line, supporting product adoption and launching training operations in Italy.
- Delivered technical presales support and demos, helping secure early enterprise clients for Tamino XML Server.
- Developed and localized XML training materials, adopted across Southern Europe.
- Coordinated the launch of the Italian Training division, enabling first regional certifications.
- Published industry-focused articles to promote XML adoption and establish brand presence in Italy.

EDUCATION

Strategy Execution

Harvard Business School Online

📅 03/2025 - 05/2025 📍 Online

- 8-week program to equip current and aspiring managers with the tools, skills, and frameworks to allocate resources, measure performance, manage risk, and successfully implement strategy.

Organizational Leadership

Harvard Business School Online

📅 05/2023 - 07/2023 📍 Online

- 7-week program to equip experienced team leaders with the skills, strategies, and tools to set and communicate direction, influence through other managers, generate organizational alignment, drive innovation, and engineer change.

Disruptive Strategy

Harvard Business School Online

📅 01/2022 - 03/2022 📍 Online

- 6-week program to help students become fluent in disruption theory and gain confidence in articulating complex viewpoints, apply strategic frameworks to assess new opportunities and potential threats.

CORe: The Credential of Readiness

Harvard Business School Online

📅 10/2020 - 04/2021 📍 Online

- 6-month program on the fundamentals of business, comprised of three courses: Business Analytics, Economics for Managers, and Financial Accounting.

Certificate of Specialization in Leadership & Management

Harvard Business School Online

📅 2019 - 2021 📍 Online

- **Leadership Principles** (6 weeks): Focused on building self-awareness, versatile leadership styles, and high-performing teams through 360° feedback and case-based learning.
- **Management Essentials** (8 weeks): Hands-on course centered on mastering core managerial processes including decision-making, implementation, learning, and change.
- **Negotiation Mastery** (8 weeks): Developed skills in creating value, resolving conflicts, and adapting negotiation strategies to diverse styles and contexts.

Bachelor of Science in Computer Science

University of L'Aquila

📅 1995 - 2000 📍 L'Aquila, Italy

- Thesis on Knowledge Management and the Web using XML, completed at Telecom Italia Learning Services.