

Adine Vikash

Community Lead & Technical Support

✉ hello@adinetech.com 📞 +91 9789193573 📍 Mumbai, India 🌐 <https://adinetech.com/>
🌐 <https://linkedin.com/in/adinevikash/> 🐙 <https://github.com/adinetech/>

Summary

Empathetic Community Lead and Builder with 5+ years scaling global Web3/DePIN ecosystems. Passionate about decentralization, open-source tech, and solving complex technical puzzles for users. Proven track record of managing support for a network of 75K+ node providers, acting as the bridge between engineering and users, and building custom developer tools to remove friction

Experience

- Mysterium Network**

Zug, Switzerland (Remote)
July 2025 – Present

Community Lead

- Lead community strategy and direction, focusing on sustainable growth and ecosystem partnerships for a DePIN network of 75K+ node providers.
 - Support product launches by coordinating communication, clarifying technical changes, and collecting structured feedback.
 - Act as the primary bridge between the community and internal teams, relaying insights and technical issues directly to product and engineering.
- Technical Support Specialist

July 2021 – July 2025

- Managed 1,500+ complex technical support tickets with an 85%+ satisfaction rate, focusing on empathy and timely resolution.
 - Assisted users with onboarding, node setup, and deep troubleshooting of network.
 - Collected and documented recurring issues, bugs, and user feedback to streamline engineering workflows.
- Greentree Team**

Tamil Nadu, India
May 2019 – December 2022

Co-founder

- Co-founded an open-source collective building impact-driven engineering projects around education, accessibility, and automation.

Projects

- Mysterium Metrics Collector**
Built an Express.js API to expose real-time metrics for 75K+ nodes, automating community monitoring.
- Hardware & Self-Hosting Integrations**
Developed open-source tools to collect battery/hardware data (Bluetooth LE/ESPHome) and visualize it via PostgreSQL, InfluxDB, and Grafana.

Skills

- 🔗 Community & Ops**
Community Strategy, Technical Support, Help Desk Support, User Education, Technical Writing, GitHub, Cross-Team Collaboration, Moderation (Discord Telegram Intercom)
- 🔗 Tech Stack**
Networking, Cloud Infrastructure, JavaScript, Express.js, Web3 / Blockchain, PostgreSQL, Prometheus & Grafana

Education

- ITM Skills University**
Computer Science and Engineering
- Bachelor of Technology
2024 – 2028 (Expected)

Volunteer

- ETHIndia – Technical Support Volunteer (Networking)**
Bangalore, India
- December 2024
- Maintained seamless internet connectivity and monitored technical infrastructure for one of the largest Web3 hackathons.