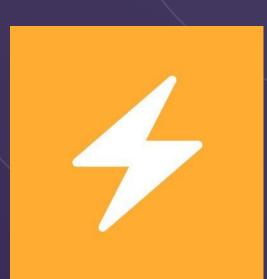
#### Presented by:

Eizz

# Community Moderation/Management Case Studies

# Case Study: Snapshot Community Support



#### **About Snapshot Labs**

Snapshot is one of the most popular and widely used governance platforms in Web3, empowering DAOs and communities to make collective decisions. It offers both:

- Snapshot (off-chain voting): Gasless, efficient proposal creation and voting
- Snapshot X (on-chain voting): Trustless, verifiable governance for projects requiring higher security

# Case Study: Snapshot Community Support



#### **About Snapshot Labs**

It has become a key platform for decentralized governance, with:

30,000+ Discord community members

70,000+ total spaces created

Used by major DAOs such as Uniswap, Aave, Balancer, Gitcoin, ENS and many more

## Challenges

Users frequently faced obstacles that limited participation in governance:

- Inability to cast votes due to eligibility issues
- Confusion in creating and managing proposals
- Difficulty in configuring voting strategies tailored to their DAO's needs
- Proposal restrictions and uncertainty on how to work around them

#### Actions taken

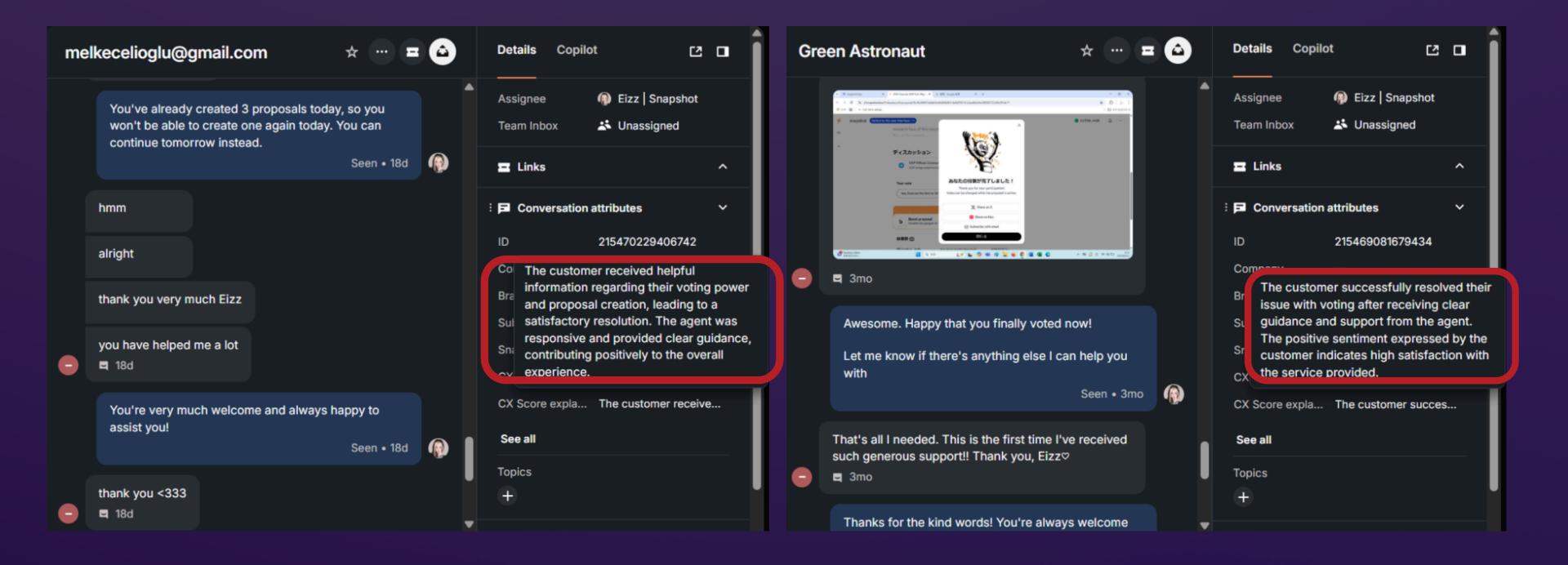
As part of Snapshot's support, here are the key contributions I made:

- Guided users step by step in resolving voting issues, configuring space settings, and creating proposals to ensure smooth participation.
- Suggested and optimized strategies to help DAOs set up effective voting mechanisms tailored to their governance needs.
- Provided clear, practical instructions including troubleshooting and workarounds for platform limitations.

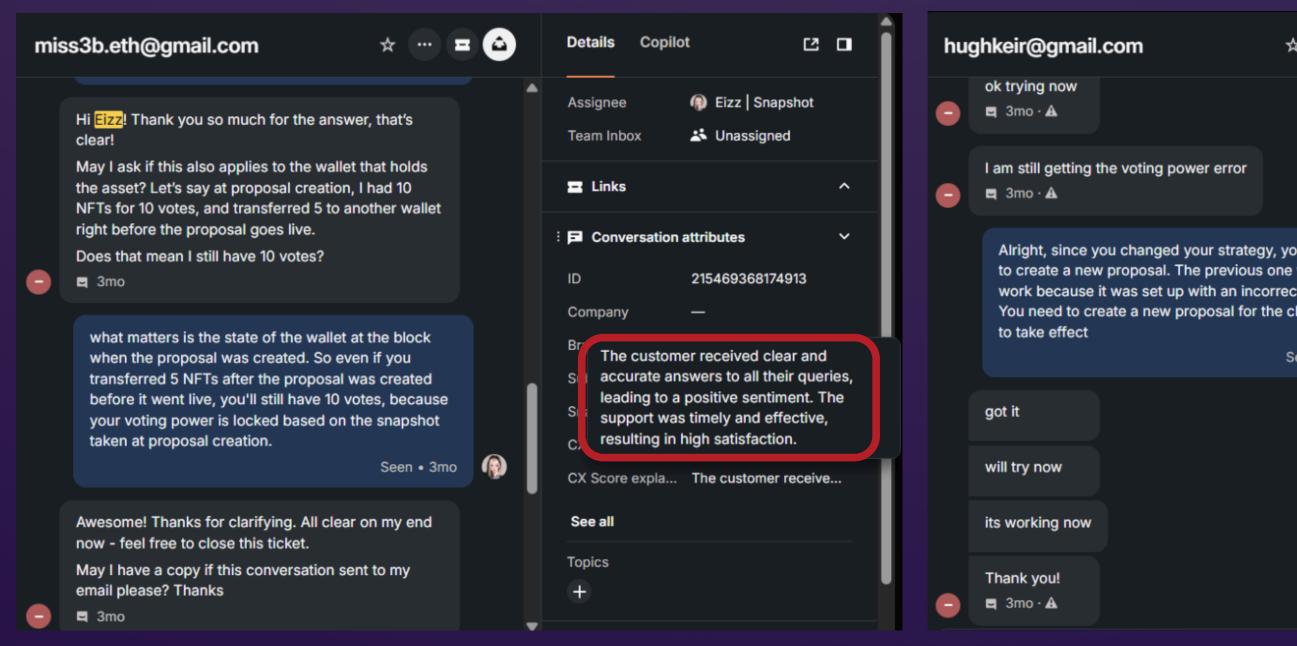
## Results and Impact:

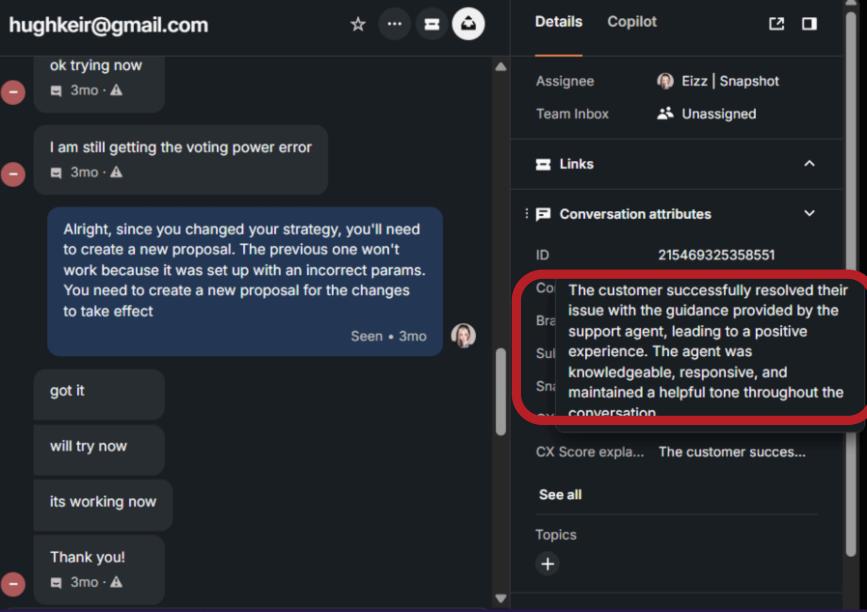
- Successfully resolved user concerns, enabling DAOs to run votes and manage proposals seamlessly.
- Helped DAOs improve governance efficiency, leading to smoother decision-making processes.
- Received consistent user ratings of 4–5 stars (Over 85%) along with positive feedback appreciating my support and effectiveness.
- Recognized by community members for clarity, patience, and ability to provide actionable solutions.

### Proof of Work and Feedback

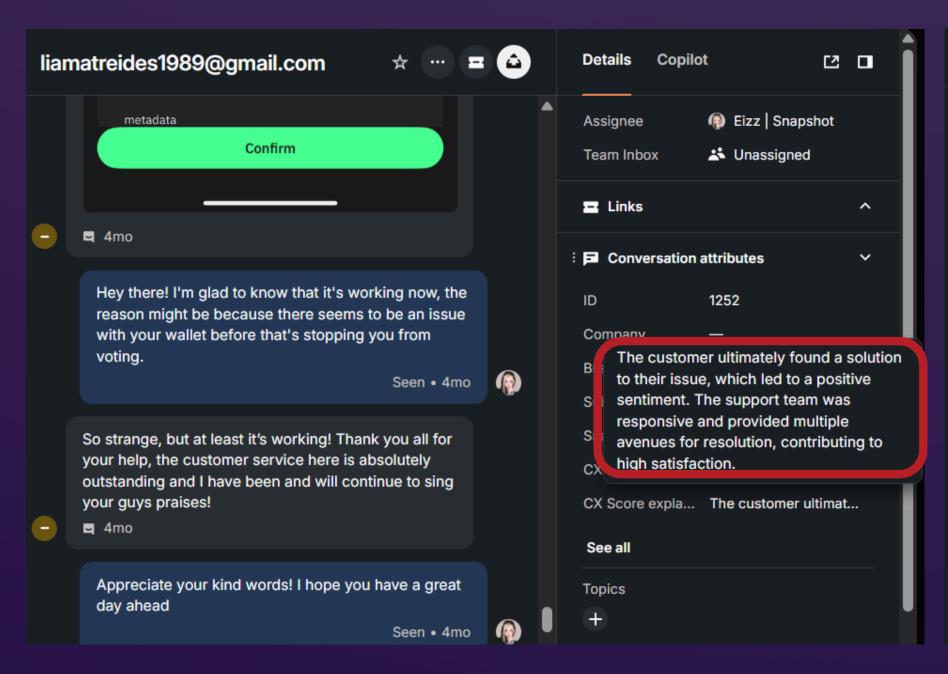


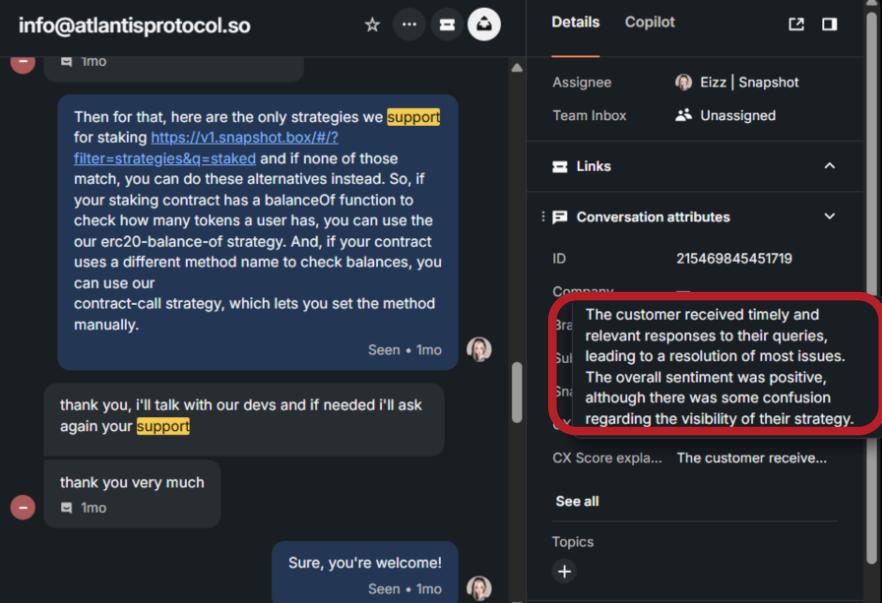
#### Proof of Work and Feedback





#### Proof of Work and Feedback





# Testimonial



#### Fabien/Less

Founder of Snapshot

"It's a pleasure working with Eizz. Her expertise and deep understanding in our support team play a critical role in meeting our users needs. Her contributions have significantly enhanced user satisfaction for our project Snapshot. Thank you, Eizz, for your invaluable service."