

Daria Tymoshenko

Head of Community Operations · Web3 & DePIN · Remote

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SUMMARY

I build community operations that outlast my involvement. Over 10 years across 30+ countries, I've designed the systems, trained the teams, and transferred complete ownership — leaving platforms that run themselves for years. At IoTEx, I grew a global community from 4K to 350K+ across platforms, onboarded 15,000 new members in 30 hours during an exchange listing with zero incidents, and reduced founder involvement from 40% of their time to under 10%. My moderator playbooks cut onboarding from two weeks to 72 hours — and none of those moderators left in my final 18 months.

EXPERIENCE

Director of Community Operations · Lavatti Apr 2025 – Present · Remote

Built autonomous community operations infrastructure for Web3, fintech, and gaming platforms — then transferred full ownership to their teams.

- Reduced founder/leadership time on community from 15–20 hrs/week to under 2 hrs across every engagement.
- Delivered moderator onboarding in 72 hours vs. 2–4 week industry standard; teams retained 2+ years.
- Designed escalation frameworks resolving 90% of issues at Tier 1 — zero founder involvement required.
- Cut incident response time 50–80% through anti-scam/FUD playbooks and real-time crisis protocols.
- Built operational systems achieving 3+ year autonomous operation after engagement ends.

Operations Lead · Lavatti Feb 2025 – Present · Cairo, Egypt

Built end-to-end client delivery infrastructure for an international legal and business services practice.

- Achieved 98% first-submission approval rate across 85+ company registrations, 120+ contracts, 200+ compliance filings — vs. 65% market average.
- Reduced company registration timeline 50% (60 → 25–30 days) through workflow automation.
- Maintained 75% client retention and 40% referral rate across 160+ engagements with a 5-person specialist network.

Community Manager · IoTEx Aug 2021 – Feb 2025 · Remote

Sole architect of global community operations for a Web3 DePIN protocol — built every system from scratch across 30+ countries and 5 languages.

- Scaled Discord 4K → 65K+, Telegram chat 30K → 80K+, Telegram channel 20K → 120K+, X 150K → 350K+.
- Onboarded 15,000+ members in 30 hours during an exchange listing with zero incidents.
- Built moderator program from 10,000+ applications → 9 long-term hires; zero turnover in final 18 months.
- Reduced founder community time from 40% to under 10% of their week; systems ran autonomously 3+ years post-tenure.
- Drove 100+ daily active participants and a 20-person power-user tier through education and gamification programs.
- Built knowledge base of 200+ FAQs and 50+ playbooks; FUD response protocols cut escalation time 80%.

Brand Ambassador (Part-time, Paid) · IoTEx Jul 2018 – Aug 2021 · Remote

Led regional community operations and localization across Russian and German markets.

- Owned RU Telegram 400+, RU Discord 200+, DE Telegram 200+; sustained 20+ recurring participants in engagement programs.
- Built super-user clubs, testing campaigns, and early access initiatives; supported global campaigns across Telegram, Discord, and X.

Project Manager · Karuna Development Dec 2015 – Jun 2021 · Kyiv / Remote

Managed international development and consulting projects across Eastern Europe and CIS markets.

- Delivered 45+ projects at 93% on-time, on-budget rate across \$50K–\$500K budgets (~\$8M total managed).
 - Led 18-month expansion into 3 CIS markets (15-person team, \$500K+ budget) — client revenue grew 250% in Year 1.
 - Cut legal services client onboarding from 14 to 6 days; error rate dropped from 20% to 3%.
 - Recovered a failing IT implementation — renegotiated scope, restructured team, delivered in 6 weeks.
 - Managed 25+ corporate clients with 70% repeat rate; teams of 3–15 across 4–6 timezones.
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SKILLS & TOOLS

Community	Discord, Telegram, Reddit, X · Moderation frameworks, escalation systems, crisis playbooks, 24/7 ops
Operations	Notion, ClickUp, Lark, Google Workspace · Zapier, Make, n8n · Zendesk, Help Scout
Web3 & Data	CoinMarketCap, CoinGecko, Galxe, TaskOn, Google Analytics 4
Infrastructure	GitHub, Cursor (AI-assisted dev), Cloudflare · MEE6, Combot, Discord Ticket Tool
Content	Canva, Figma, Adobe Photoshop, CapCut, OBS

EDUCATION

Master of Laws (LL.M.) · Kyiv National Economic University

Master of International Economics · Kyiv National Economic University

LANGUAGES

Ukrainian (Native) · Russian (Native) · English (Advanced/C1) · German (Intermediate/B1) · Arabic (Elementary/A2) · French (Elementary/A2)