

Tim Post

Trust & Safety Architect • Community Systems Designer • Support Strategist

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TL;DR

I'm seeking remote, part-time work as a multi-tool that can serve as a developer advocate, community builder, systems architect, trust and safety engineer, CS hero or marketing manager for small-to-medium sized startup companies working in the Developer Tools and / or AI space.

I thrive in results-oriented, autonomous roles where only experience can bridge the gaps between resource constraints and realistic, attainable KPIs across a variety of areas.

My superpower is pattern recognition: whether it's unwinding systemic community failure, spotting bad actors at scale, or building humane, scalable support systems from scratch. I've led teams of 25 and operated solo. I've rebuilt Stack Overflow's community architecture multiple times, helped fight institutional denial around mental health and inclusion, and built moderation and trust & safety systems that work with human behavior, not against it.

These days I'm looking for the right part-time role—ideally with an org working on AI, safety, resilience, or social infrastructure—where I can wear multiple hats, triage impossible messes, and even apply tech I've created in new challenging scenarios!

Current Work

Fractional Community & Support Consultant

April 2022 – Present

I fill high-trust, high-impact community and support gaps at early-stage startups. Usually brought in after something breaks. Example work includes:

- Building trust & safety pipelines and designing moderation systems from scratch
- Defining and iterating on community KPIs to serve user outcomes, not vanity metrics
- Writing and automating support and policy docs that actually get read
- Reducing ticket volume by up to 40% with no extra headcount, by fixing root causes
- Whispering angry users into productive conversations (no magic, just listening + framing)
- Collaborating cross-functionally with product, eng, marketing, and legal
- Implementing triage and support automation across Zendesk, Jira, and custom stacks

I work on custom LLM runtime environments to support constraints ranging from SOC footprint impact to privacy concerns surrounding assistive tech; I can help build telemetry-

free systems for internal documentation and procedures, tutors that don't spy and are available offline, specialized content generation pipelines and more.

Prior Roles

- Deno – Founding Developer Relations Consultant

Contract · Early 2020

First hire for DevRel at Deno. Brought in to help define what community, developer relations, and product marketing should look like for a new runtime targeting modern JavaScript and TypeScript developers.

- Worked across functions to shape early messaging and segmentation strategy for distinct developer personas
- Helped lay the groundwork for developer education, outreach, and documentation
- Collaborated with product and engineering to align community voice with technical roadmap
- Wore many hats (community, DevRel, DX, messaging) in a fast-moving early-stage environment

- Swimm – Principal DevRel

Feb 2021 – Mar 2022

Joined early to grow community, accelerate onboarding, and help shape the product. Covered everything from live onboarding for major clients to video walkthroughs and docs. Opted not to renew when pandemic shifts made the role increasingly conference-heavy.

- Stack Overflow – Director of Community Strategy

Jul 2018 – Nov 2021

Directed global community health and trust & safety for the world's largest developer network. Highlights:

- Built and led an 8–25 person team
- Founded and scaled Trust & Safety
- Created mental health response protocols
- Advocated for real inclusion reform
- Drove shift to product-led growth
- Managed hard comms (TOS, breaches)

- Stack Overflow – Director of International Communities

Feb 2015 – Jun 2018

Launched and managed language-local SO communities (PT, RU, JP, ES). Built global moderation, support, and evangelism efforts from scratch. Led community + volunteer teams of over 200.

- Stack Overflow – Community Manager

Feb 2013 – Feb 2015

Helped universities adapt to SO, scaled developer support and community operations, led non-dev community launches across the Stack Exchange network.

Selected Projects

- Splinter – Open source extremely scalable memory backed KV and message bus for LLM runtime pipelines, IPC, KV storage or more.
- Tieto – RAG, Retrieval-only and Embedding-only capable flat-file vector database built entirely with TypeScript and Deno
- Runa – Concepts and Implemented components for a microkernel-style Linux process community to support feature-rich local LLM deployments (GGUF) or corporate document and policy gurus with no SOC impact (currently in development)
- Stack Overflow in Universities – Spoke across Asia to help educators embrace SO as a learning aid, not a threat.
- HelenOS Contributions – File systems, VFS layer, and shell on a microkernel OS. Hobby, but serious hobby.

Capabilities

Community + Trust Systems

- Crisis Response, Trust & Safety, Code of Conduct Enforcement
- Community KPI design (quant & qual)
- Moderation workflows, inclusive process design
- Servant leadership & team coaching

Technical Skills

- C, JS/TS (React, Preact), PHP, some Python, Bash, some Rust
- Linux, Kubernetes, LLM inference, edge deploys
- Deno, Lume, CI/CD, Git/Mercurial, Jira, Notion

Languages

- Native English
- ASL (intermediate), Spanish (rusty), Tagalog (beginner)

What I'm Looking For

- Part-time (or fractional) work
- Ethical, user-centered missions (especially in AI, social platforms, infra).
- Roles where impact > optics, clarity > chaos
- You give me a vague, unstructured mess—I'll give you a working system