

# Charlie Smith



they/them



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(847) 602-5592

## Profile

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Ten year veteran of the tech industry with a strong writing background. Adaptable, practical, and passionate about helping others via savvy documentation, user-first thinking, and process simplification.

## Education

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### **Columbia College Chicago**

*Bachelor of Arts, Television Writing & Producing*  
*summa cum laude*

## Professional Experience

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10/2019 – 01/2023

Remote (Chicago, IL)

### **Software Engineer II**

*Groupon*

- Developed and managed a Ruby on Rails application for internal use
- Wrote and executed short-term-use Ruby scripts on production data via RESTful APIs
- Authored technical documentation for other developers, admins, and internal end users

07/2015 – 10/2019

Chicago, IL

### **Application Operations Support Team Lead**

*Groupon*

- Triaged and investigated technical issues in Groupon's internal applications, services, and enterprise SaaS products
- Created clear and concise bug reports in Jira for Engineering teams located across the globe
- Served as a liaison between the business world and the engineering world, working closely with a variety of stakeholders
- Collaborated across a small team distributed between Chicago, Dublin, and Bangalore
- On-call and global incident management duties
- Promoted to Chicago Team Lead in March 2019

04/2013 – 07/2015

Chicago, IL

### **Redemption Specialist**

*Groupon*

- Managed barcode inventory systems for Groupon deals
- Researched in-store and online point-of-sale systems
- Provided guidance to Groupon merchants on integrating their systems with Groupon's internal systems
- Wrote technical and non-technical user guides for a variety of audiences, including short step-by-step "how to use this Groupon" instructions for customers
- Collaborated across departments to resolve chronic issues, streamline workflow, and establish company-wide policies regarding the redemption process

01/2012 – 04/2013  
Chicago, IL

### **Quality Assurance Editor**

*Groupon (via Smart Resources Inc.)*

- Performed speedy data entry and spotless proofreading
- Wrote customer-facing copy and fine print for Groupon deals, following internal style guides
- Ensured that deal terms complied with company policy and applicable laws
- Maintained a nearly spotless error record, consistently performing above the team's projected productivity numbers

04/2009 – 05/2011  
Chicago, IL

### **Writing Tutor**

*The Learning Studio at Columbia College*

- Tutored college students and alumni in all steps of the writing process
- Coached students in grammar, spelling, tone/voice, structure, and formatting, including scripts, research essays, and short stories
- Worked with English-as-a-second-language students and students with learning difficulties
- Designed and piloted an in-classroom tutoring program for first-year writing classes

## Volunteer Experience

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03/2023 – present

### **Chicago Independent Radio Project (CHIRP)**

Serve in a variety of staff roles, primarily in the areas of promotional writing, content writing, tech, and marketing, for an average of 12-20 volunteer hours per quarter.

## Freelance Writing Experience

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07/2011 – 07/2012

**ApartmentList.com**

01/2012

**Levitate Media, LLC**

02/2011 – 06/2011

**American Board of Medical Specialties**

## Skills

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### **Software & Tools**

- Salesforce
- Zendesk
- Atlassian products (Jira, Trello, Confluence)
- Adobe Creative Suite (Photoshop, Illustrator, InDesign)
- Slack
- Zoom
- Microsoft Office apps
- Google G-Suite apps
- Git / Github
- Docker
- Kubernetes
- Amazon S3 and AWS
- Command Line tools
- RESTful APIs
- Mac OS

### **Programming Languages**

- Ruby on Rails
- Javascript
- SQL
- HTML
- CSS
- Go
- PHP

### **Core Competencies**

- Written communication
- Proofreading
- Research
- Formatting and layout of written content
- Hardware and software troubleshooting
- Agile software development
- Time management
- Database management
- Customer service