

Charlie Smith



they/them



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Profile

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

Columbia College Chicago

Bachelor of Arts, Television Writing & Producing
summa cum laude

Professional Experience

10/2019 – 01/2023

Remote (Chicago, IL)

Software Engineer II

Groupon

- Developed and managed a Ruby on Rails application
- Executed short-term-use Ruby scripts on production data via RESTful APIs
- Authored product documentation for developers and end users
- Collaborated with teams across the global organization to complete new feature requests and special projects

07/2015 – 10/2019

Chicago, IL

Application Operations Support Team Lead

Groupon

- Resolved technical issues in Groupon's internal applications, services, and enterprise SaaS products
- Acted as a liaison between the business world and the engineering world, representing a variety of stakeholders
- Maintained internal knowledge bases and troubleshooting guides
- Collaborated across a small team distributed between three continents
- 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 databases of inventory barcodes for Groupon deals
- Consulted directly with clients and account managers to implement custom solutions to complex inventory problems
- Researched in-store and online point-of-sale systems
- Created and maintained help guides, integration guides, and clear, concise step-by-step "how-to" instructions for customers

01/2012 – 04/2013

Chicago, IL

Quality Assurance Editor

Groupon (via Smart Resources Inc.)

- Performed speedy data entry and spotless proofreading for grammar, clarity, and consistency
- Wrote customer-facing copy that followed internal style guides
- Checked deal teams for compliance with company policies and applicable laws

- Maintained a nearly spotless error record, consistently performing above the team's projected productivity numbers
- Provided assistance on special projects within the department

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
- Trained and mentored new tutors

Volunteer Experience

06/2024 – present

Lillstreet Art Center

Textiles Open Studio Monitor

Clean and maintain the studio, offer guidance to adult students as they work independently on sewing, fabric dyeing, and screen printing projects

03/2023 – present

Chicago Independent Radio Project (CHIRP)

Volunteer Staff

Contribute to radio station work, primarily in the areas of promotional writing, content writing, product development, and marketing

Skills

Software & Tools

- Salesforce
- Zendesk
- Atlassian products (Jira, Trello, Confluence)
- Adobe Creative Suite (Photoshop, Illustrator, InDesign)
- Slack
- Zoom
- Microsoft Office
- Google Apps
- Okta SSO
- 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

- Excellent verbal and written communication skills
- Proofreading
- Researching
- Formatting and layout of written content
- Hardware and software troubleshooting
- Agile software development
- Strong organizational and time management skills
- Database management
- Critical thinking and creative problem solving