CHARLIE Q. SMITH

Pronouns: They/Them

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RELATED EXPERIENCE

October 2019–
January 2023

Software Engineer II
Groupon – Remote (Chicago, IL)

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

Special projects included:

Upgrading an antiquated Ruby on Rails application to modern architecture

Migrating a Ruby on Rails application to use AWS cloud infrastructure and Kubernetes

July 2015–
October 2019

Application Operations Support Team Lead
Groupon – Chicago, IL

- Triaged and investigated technical issues in Groupon's internal applications and services, and external enterprise SaaS products
- Wrote clear and concise bug reports 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 to represent the needs of the users
- Wrote and executed short-term-use Ruby scripts to correct production data
- Worked collaboratively across a small team distributed between Chicago, Dublin, and Bangalore
- Promoted to Chicago Team Lead in March 2019

Special projects included:

Establishing a run-book and training program for the team's Ruby script work, which included training several team members who had no technical background

Assisting in the creation of Groupon Engineering's internal processes for complying with GDPR and CCPA rights requests

Product management and development for a small PHP application used for inter-departmental communication

April 2013–
July 2015

Redemption Specialist
Groupon – Chicago, IL

- Managed custom barcode inventory systems for Groupon deals
- Wrote customer-facing technical documentation and internal reference materials
- Independently researched in-store and online point-of-sale systems, and proposed solutions to integrate them with Groupon's internal systems
- Collaborated across departments to resolve chronic issues, improve workflow, and establish company-wide policies regarding redemption

Special projects included:

Developing a Google Chrome browser extension in Javascript to automate and streamline several manual team processes

January 2012– April 2013	*Quality Assurance Editor* **Groupon (via Smart Resources Inc.)** – Chicago, IL • Performed speedy data entry and proofreading • Wrote customer-facing copy and fine print • Checked deal terms for company policy and legal compliance • Maintained a nearly spotless error record, consistently performing above the team's projected productivity numbers • Assisted in establishing an improved workflow for high-profile national franchise deals
April 2009– May 2011	*Writing Tutor* **The Learning Studio at Columbia College** – Chicago, IL • Tutored 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 **Special projects included:** Piloting in-classroom tutoring for the first year writing program Mentoring and training new tutors

VOLUNTEER EXPERIENCE

Chicago Independent Radio Project (CHIRP)   March 2023 – Present

- Serve a minimum of 12 hours per quarter in a variety of chosen staff roles, primarily on the writing team, tech team, and Marketing & Outreach department
- Marketing & Outreach captain for the Andersonville neighborhood

FREELANCE WRITING EXPERIENCE

Vertical Brands, Inc.	July 2011 – July 2012
Levitate Media, LLC	January 2012
American Board of Medical Specialties Web Series	February – June 2011

EDUCATION

Columbia College Chicago
Bachelor of Arts in Television Writing & Producing – Summa cum laude

RELATED SKILLS

Experienced with Ruby on Rails, Javascript, HTML, Git/Github, Docker, RESTful APIs, Unix Command Line, Jira, Confluence, Zendesk, Salesforce, Slack, Zoom, Microsoft Office and Google G-Suite apps

Working knowledge or familiarity with PHP, SQL, CSS, Go, Kubernetes, Amazon Web Services, Amazon S3, VirtualBox, Adobe Creative Suite

Can accurately type up to 100 WPM; intermediate French speaker