Charity Fretty

612-454-8681   charityfretty@gmail.com   4072 Stinson Blvd Columbia Heights, MN 55421

Experience

INFOR – ST PAUL, MN

TECHNICAL PROGRAM MANAGER – 06/2021-10/2022

Coordinated, tracked, and reported on global information development (infodev) department's strategic projects. This included a portfolio of six products and other initiatives.

Coached 14 full- and part-time infodev architects on topics such as Agile methods, product roadmaps, and training opportunities.

Initiated new processes for internal project work intake, work prioritization, and capacity planning. The architects completed more than a dozen strategic initiatives in 14 months.

Department liaison and subject-matter expert for:

- AWS architecture, accounts, and services.
- Infor DevOps tools and processes.

Collaborated with other departments on projects. For example:

- Implementing a search service on the documentation website. The search service is a full-text search of more than 1 million html topics.
- Ongoing development and rollout of the embedded user-assistance app.
- Defining documentation versioning practices and standards.

Guided the architecture, maintenance, and delivery of the documentation website. I fulfilled roles such as quality analyst, developer, and release manager for major, minor, or patch releases every other month.

PRINCIPAL INFORMATION DEVELOPER – 09/2013-06/2021

Designed and developed a hosted model for docs, including microservices for the front end, APIs, and an administration console. The website launched on AWS in January 2018, grew to 2 million html topics by September 2022, and supports millions of hits per day.

Created a proof-of-concept application for embedded user-assistance, then managed the project to build the actual API-based app. More than 20 products adopted the app by 2022.

Implemented and supported a DITA-based CCMS with over 100 global users.

Established content strategies and architectures for product doc and online help. For example, established guidelines for content re-use.

Designed and wrote administrator and end user product documentation for Java-based technology platform.

HEALTHLAND – MINNEAPOLIS, MN
TECHNICAL WRITER – 10/2011-09/2013

Authored and updated documentation for healthcare software and third-party products. Deliverables: installation and configuration instructions, reference guides, and online help. Audiences: internal and external.

Created release materials and client communications for product releases that consisted of one large release quarterly and monthly patches.

Participated in the administration, testing, maintenance, and design of the client portal and LMS. Developed a knowledge base.

Organized and led a client focus group to collect insights on deliverables and adoption of the client portal.

LAWSON SOFTWARE – ST PAUL, MN
LEAD INFORMATION DEVELOPER – 12/2008-10/2011

Planned, wrote, and edited documentation for the healthcare and public sector. Deliverables: user, administration, and reference guides and online help.

Assisted in the design and rollout of new documentation frameworks. For example, Eclipse Infocenters for online help.

Identified and led strategic information development infrastructure initiatives. Worked with senior management to determine priorities, costs, and resourcing of projects.

Collaborated in the design, testing, rollout, and training of customizations to CMS and XML authoring tools.

Implemented issue tracking software for the operations team.

Early Career

MANAGER, INFORMATION DEVELOPMENT, LAWSON SOFTWARE 06/2005-12/2008

INFORMATION DEVELOPER , LAWSON SOFTWARE 03/2001-06/2005

CONSULTANT, INFORMATION DESIGN SERVICES, SPHERION 12/1998-03/2001

TECHNICAL WRITER, CIPRICO 01/1997-12/1998

Education

Minnesota State University, Moorhead – B.A. English and Mass Communications

Skills

- CCMS (IXIASOFT CCMS)
- DITA XML and XML authoring tools (Oxygen, XMetaL, Arbortext)
- HTML
- Read, understand, and write simple code: json, JavaScript, yaml, regex, java, sql
- Wiki (Confluence)
- Issue tracking and project management (Jira, Roadmunk)
- Cloud-hosted applications and services (AWS, containerization, microservice architecture)
- Adobe Technical Communications Suite (Acrobat Pro, FrameMaker, RoboHelp)
- MS Office Suite and flowcharts and diagramming tools (Lucidchart, Visio)
- Source code management (git, GitLab)