

# Alvin Charity

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## Summary

Technical writer with Audio / Visual editing and Javascript programming experience looking for the next opportunity. Ten years of crafting technical documentation, guides, and process manuals. Six years of documenting business processes and building automated solutions with Javascript, HTML, and CSS. Four years implementing and maintaining text and video documentation for internal services and tools. Always eager to dig in and learn.

## Skills and Technology

Technical Writing, Copy Editing, System Design Documentation, XML, Markdown, HTML, CSS, Javascript, Software Development, Web Development, Git, Command Line Tools, Python, Project Management (PMP), Excel, Microsoft Office, Google Workspace.

## Experience

### **TECHNICAL WRITER / DEVELOPER, Full Path Transit Technology, (March 2021 - Present)**

- Edited and produced episodes three through seven of the Mobility Lines podcast created by the National Center for Mobility Management.
- Created technical documents to describe the structure and function of the Ridesheet open source rural transit application

### **TECHNICAL WRITER / WEB DEVELOPER, Freelance, (January 2021 - June 2021)**

- Developed documentation for creating customized Django email templates geared towards non-technical clients and staff.
- Created explanatory images and video to enhance pre-existing end user documentation.
- Performed system analysis for CSS-based design framework.

### **SPECIAL PROJECTS LEAD, MOM's Organic Market, (July 2015 - October 2020)**

- Designed and implemented over forty Javascript automations for collecting various employee information.
- Created software design documentation and end-user guides for Javascript automations.
- Collaborated with subject matter experts to improve workflow and resolve data errors found in reporting tools.
- Lead the requirements gathering phase for several large software and hardware systems.
- Implemented a cross-department document index for a company wide document store.
- Developed textual and video how-to guides for navigating and using several large software systems.

## **TRAINING AND DEVELOPMENT SPECIALIST, MOM's Organic Market, (*August 2012 - July 2015*)**

- Created the first comprehensive training manual for department-specific technical processes.
- Collaborated with subject matter experts to edit and revise several existing training manuals to improve clarity.
- Developed online training modules and content for departments across the company.
- Collaborated with external vendors to create documentation for the point-of-sale database and common product inventory procedures.
- Implemented over one dozen quick single page quick reference documentation for manual and computer-based processes.
- Created guides for non-technical staff to have an overview on the use of professional audio and video equipment.

## **Education and Professional Development**

**PROJECT MANAGEMENT PROFESSIONAL (PMP), PMI (*2017 - present*)**

**UMBC, Completed 20 credits toward a degree in English (*2012 - 2015*)**

**HOWARD COMMUNITY COLLEGE, AA Degree, English, (*2011*)**