Abdullah Tarawneh
a@trwnh.com
https://abdullahtarawneh.com

Selected experience

Freelance contract and volunteer work within the world of free software and open source, since 2019:

Mastodon documentation

> *Bless you for being here to work on the docs BTW. It's a big relief.*

- Revamped and rewrote documentation for an open source project used by over 2 million people
- Developed information architectures for various personas (users, admins, project contributors, client developers, and protocol implementers)
- Currently ingesting and organizing over 3.8k open issues to determine areas of improvement

Pixelfed project / product management

> *I don't trust anyone as much as you to shape the direction of the project.*

- Took the initiative to create a masterpost tracking bugs and issues in the alpha release, allowign the dev to quickly address missing functionality and improve usability
- Developed and implemented processes that turned Pixelfed from a one-person project to a team effort

---

Work outside of open source:

Senior Technical Writer, Trilogy (May - Dec 2021)

- Managed for over 100 knowledge bases under the banner of Central Support
- Wrote 20 articles per week documenting issues faced by real customers
- Trained and certified L1 and L2 support agents based on Zendesk tickets

More about me

Skills

> *It's scary how much you know.*

- Wide knowledge base
- Excellent public speaking
- Exacting attention to detail
- Resourceful problem solving
- Critical thinking
- Writes HTML/CSS and Python
- Can read Elixir/Ruby and some JS

Personal coding projects

- A static WebFinger server, written in Python and FastAPI, implemented according to RFC 7033
- A Certbot authentication hook for Namecheap, implementing the DNS-01 challenge
- PhotoBucketGrabber, a Python script to download Photobucket albums given a list of URLs
- salatime, a terminal program to print out prayer times for Birmingham, AL using Requests and BeautifulSoup

Education

Graduated with multiple honors programs from University of Alabama at Birmingham, Fall 2018

- BS, Biomedical Engineering
- BS, Computer and Information Science
- Minor, Mathematics
- Science and Technology Honors Program