Abdullah Tarawneh

Creative and Technical Consultant

trwnh.com (Web)
a@trwnh.com (SMTP, XMPP)
mastodon.social/@trwnh (Fediverse)

Education

University of Alabama at Birmingham, 2013-2018

- B.S. Computer Science (with Honors)
- B.S. Biomedical Engineering (with Honors)
- Minor, Mathematics
- Science and Technology Honors Program

Skills

Soft skills
- Wide knowledge base
- Attention to detail
- Problem solving
- Critical thinking
- Technical writing
- Public speaking
- Information architecture
- QA and testing

Hard skills
- Web development (HTML, CSS)
- Static site generators (Hugo, Zola, Vitepress)
- Version control (Git)
- System administration (Arch Linux)
- Reading code (Python, Elixir, Javascript)
- Writing code (Python)
- Adobe Creative Suite
- Microsoft Office

Projects

See also: github.com/trwnh | git.trwnh.com
- webfinger: RFC 7033 implemented in Python and FastAPI
- namecheap: Certbot manual auth hook for DNS-01 challenge using the Namecheap API, written in Python
- PhotoBucketGrabber: Automate downloading all your photos from PhotoBucket using this Python script
- salatime: A web scraping script to print out daily prayer times for Birmingham, AL

Summary

Growing up with math, books, and computers from the age of 3, I've been hungry for knowledge almost my entire life, and always looking for new things to learn. Although I have degrees in biomedical engineering and computer science, I've dabbled in almost everything — photography, design, analysis, creative and technical writing, and more. I'll probably have some knowledge or insight whatever comes up.

Experience

Mastodon documentation
August 2019 - December 2019
- Developed an information architecture from scratch, making it easier to add information in the appropriate place based on various personas (users, admins, project contributors, client developers, and protocol implementers)
- Rewrote most of the documentation to fit this new information architecture, filling out many gaps in the previous documentation as well as previously nonexistent sections
- Gained familiarity with REST APIs, Ruby on Rails, and the MVC design pattern
- The effectiveness of Mastodon's documentation helped catapult its growth over the past years as an open-source project used actively by over 2 million people

May 2022 - December 2022
- Undertook a massive content update to bring the documentation up-to-date with the new release of Mastodon v4.0
- Simplified the Markdown structure for the Hugo static site, reducing technical debt and making it easier to include more information while also increasing consistency throughout the site

Pixelfed project
January 2019 - current
- Took the initiative to make an extensive masterpost of bugs and issues with the initial alpha release, allowing the dev to quickly address missing functionality (and leading to an invitation to collaborate on Pixelfed)
- Turned a one-person project into a team effort by providing technical and design feedback on how features should work, and how to communicate such functionality to users
- Prioritized functionality by setting milestones, categorizing and triaging issues, and creating a long-term release cadence
- Wrote a generic installation guide covering everything that a prospective server admin would want to know, from start to finish

Senior Technical Writer, Trilogy
May 2021 - December 2021
- Curated product knowledge for over 100 products by child companies under the banner of Central Support
- Distilled information from support tickets containing problems faced by actual customers into solution articles and troubleshooting articles for internal Zendesk knowledge-bases -- at least 20 articles per week
- Trained and certified L1 and L2 Central Support agents with LMS quizzes and assessments modeled off of real customer support tickets

Praise

"It's scary how much you know."

Khalil Saadiq, former classmate

"Bless you for being here to work on the docs btw. It's a big relief."

Eugen Rochko, Mastodon project lead

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

Daniel Supernault, Pixelfed developer

See more information at abdullahtarawneh.com/work