

Charles H. Walker

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SUMMARY

I have a background in web development, graphic design, and business analysis, which gifts me with a unique blend of analytical thinking and creative problem-solving skills. I am passionate about crafting user-oriented digital experiences that not only please the eye, but also meet user needs effectively and smoothly. I am open to all kinds of clients and am continuously participating in open source projects and learning new skills.

EXPERIENCE

Analyst (Account Management Team)

Fidelity Investments

June 2024 – February 2025, Boston, MA

- Executed openings and closures of dozens of financial accounts daily through Green Meadows and Shadow to uphold regulatory compliance.
- Performed account onboarding workflows and processed documentation review protocols within Green Meadows and Shadow to maintain security and data integrity.
- Reviewed DataDog logs daily to identify database errors and support ongoing server reliability through systematic tracking.
- Illustrated organizational flowcharts to delegate responsibilities and streamline cross-team procedures.

Senior Business Analyst (Product Delivery Team)

Fidelity Investments

January 2020 – May 2024, Boston, MA

- Configured manual data transfer from Excel to Jira, initiating Business Acceptance Testing efforts and outlining cyclical assignments.
- Supervised and organized the Jira queue, mitigating the documentation of technical errors and systemic changes while decluttering the queue to less than half of the original size in items.
- Coordinated cross-functional meetings and one-on-one communications on Business Acceptance Testing efforts, tracking project timelines, instilling progress metrics, and improving team deadline efficiency by 20 percent.
- Performed routine manual testing of the digital asset trading platform, troubleshooting errors and situational outcomes to assist in the brainstorming of new solutions and features.

Creative Services Professional

Boston University, Metropolitan College

January 2019 – April 2019, Boston, MA

- Generated email campaigns through Mailchimp for thousands of subscribers, utilizing segmentation techniques and responsive layouts.
- Integrated embedded visuals, interactive widgets, maps, and diverse articles on daily-updated multimedia website.
- Extracted and managed email analytics reports within Mailchimp, aiding the optimization of campaign strategies and content engagement.

Web & Graphic Designer

National Association of Social Workers – Massachusetts Chapter

June 2015 – July 2017, Boston, MA

- Designed and edited monthly newsletter, *FOCUS*, for the 120,000 organization members by illustrating graphic ads, delegating content, and coordinating deliverables from colleagues and members.
- Produced multimedia web content daily and refreshed rotating panel of graphic ads and announcements on home page.
- Utilized CMS tools to implement and manage online event registration, refining user experience and streamlining back-end processes.
- Compiled operating manual for newsletter and website, comprehensively visualizing complex instructions and sequential procedures.

EDUCATION

B.A. Mass Communications

Minor in Art History • Boston University, College of Communication

General Assembly: Creative Skills Academy

Remote • 2025

- Immersive, remote 8-week course on design principles, AI integration, content creation, and branding.

SKILLS

Programming: HTML5, CSS, Swift, PHP, JavaScript, Java, jQuery, Ruby, Ruby on Rails, .NET, APIs, React, C#, Wix, WordPress, & Mailchimp

Data Management: Jira, Tableau, Green Meadows, Shadow, AWS, Salesforce, & SQL

Design: Adobe Creative Suite 6, Canva, and Figma

Office: Word, Excel, and PowerPoint
