

DULAIN F. CHARLES

Communication, Development & Digital Innovation Strategist

DFC

EXECUTIVE
RESUME
2026

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EXECUTIVE SUMMARY

Multidisciplinary strategist with more than twenty years of professional experience and more than fifteen years of progressively responsible work in development, strategic communication, stakeholder engagement, community-driven programming, research coordination, capacity building, institutional leadership, and field implementation. Experienced across initiatives financed, supported, commissioned, or implemented through organizations including the World Bank, USAID, IOM, CECI, and UNDP. Brings an integrated ability to clarify complex challenges, align institutions and communities, translate evidence into action, and connect frontline realities with executive priorities.

Now extends this foundation into human-centered digital innovation, low-code product development, AI-assisted communication, workflow design, and digital-public-infrastructure concepts. Uses technology as a practical extension of communication, strategy, data, and organizational capability—not as a substitute for human judgment. **Professional philosophy: People come first. Technology comes second. Impact is the goal.**

SELECTED CAREER IMPACT

- Connected project management, technical teams, public institutions, local authorities, businesses, and affected communities during the USAID-supported Cap-Haitien Port Rehabilitation Project.
- Led community mobilization, participatory planning, capacity building, monitoring, and institutional coordination across Cap-Haitien, Milot, and Dondon under the World Bank-financed PRODEPUR program.
- Coordinated baseline studies, evaluations, interviews, focus groups, household research, municipal assessments, CAPI-enabled field operations, and data-quality processes for complex development initiatives.
- Designed civic-education, institutional-communication, public-awareness, and dignity-centered campaigns that translated legal, social, development, and humanitarian issues into accessible public messages.
- Independently translated firsthand healthcare-logistics experience into Med-DayLivery, a functional low-code prototype for medical-delivery reporting, accountability, mileage, vehicles, packages, stops, exceptions, and STAT-delivery management.
- Structured ODEP, RAFELD, and other signature initiatives as integrated systems combining strategy, websites, campaign architecture, audiovisual storytelling, AI-assisted production, and quality control.

CORE EXPERTISE

STRATEGIC COMMUNICATION	Institutional communication • Public information • Campaign design • Media production • Storytelling
STAKEHOLDER & COMMUNITY ENGAGEMENT	Consultation • Social mobilization • Partnership building • Conflict-sensitive dialogue • Community relations
DEVELOPMENT & PROGRAM STRATEGY	Community-driven development • Participatory planning • Local development • Institutional strengthening • Implementation
RESEARCH, DATA & DECISION SUPPORT	Field coordination • Qualitative research • CAPI systems • Monitoring • Contextual analysis • Reporting
CAPACITY BUILDING & FACILITATION	Adult learning • Training design • Organizational accompaniment • Executive facilitation • Knowledge transfer
DIGITAL INNOVATION & AI	Low-code products • Workflow design • Prompt engineering • AI-assisted media • Responsible human review

PROFESSIONAL EXPERIENCE

RIDE CARE TRANSPORTATION LLC — NEW JERSEY

- Medical Delivery Driver — Flexible / As-Needed ScheduleNovember 2025–Present
- Manage time-sensitive medication-delivery routes, signature-required handoffs, package accountability, urgent STAT pickups, returns, mileage, and daily documentation on a flexible, as-needed schedule.
 - Coordinate route changes, additional stops, odometer records, service exceptions, and customer communication while protecting confidentiality and delivery accuracy.
 - Use direct frontline exposure to healthcare logistics to inform the independent design and continued improvement of Med-DayLivery, a low-code delivery reporting and accountability prototype.

PRIMORIS RENEWABLE ENERGY, INC. — MULTISTATE UTILITY-SCALE SOLAR PROJECTS

- Laborer Renewable Energy (Apprentice 1)February 2024–October 2025
- Supported mechanical and electrical installation activities on large-scale utility solar projects, working within strict safety, quality, production, and team-coordination requirements.
 - Developed a practical release-tool concept for First Solar Series 7 module-installation work; the field-oriented idea was accepted for operational use and reflected direct problem-solving from frontline experience.
 - Contributed across eight utility-scale projects in six states: Blue Elk II (Mason, Michigan); Salt Creek (Mason City, Illinois); Prairie Mist (Montrose, Arkansas); Bayou Galion and Rocking R (Louisiana); Ables Springs (Terrell, Texas); and Kelso 1 & 2 (Kelso, Missouri).

JESCA SOLUTIONS LLC / WSP — CAP-HAITIEN PORT REHABILITATION PROJECT, USAID

- Project Coordinator — Communication, Stakeholder Engagement & Community RelationsNorthern Haiti | 2017–2022
- Served as a central field-level connection among project management, technical teams, public institutions, local authorities, community leaders, businesses, and populations affected by project activities.
 - Established and maintained institutional relationships; coordinated consultations, meeting documentation, communication, and follow-up across diverse stakeholder groups.
 - Collected community concerns and local intelligence, translated field realities into contextual recommendations, and supported conflict prevention and sociopolitical analysis.
 - Produced stakeholder, communication, and field reports to support management decisions, operational planning, technical activities, and project transitions.
 - Helped strengthen public understanding and community acceptance around a complex infrastructure intervention with significant economic and social implications.

CECI / BMPAD — PARTICIPATORY URBAN DEVELOPMENT PROJECT (PRODEPUR)

- Mobilization & Capacity Building ManagerCap-Haitien, Milot & Dondon | 2010–2016
- Coordinated communication, community mobilization, participatory planning, capacity building, monitoring, reporting, and institutional relations within a World Bank-financed community-driven development program.
 - Supervised facilitators, mobilizers, and field teams supporting community organizations, municipal actors, and local development processes.
 - Facilitated consensus-based identification and prioritization of community needs and supported the transition from community priorities to structured subproject processes.
 - Diagnosed organizational and institutional capacity needs; developed strengthening plans, training activities, and accountability mechanisms.
 - Represented CECI with public institutions and partners and established monitoring, information, and reporting mechanisms that supported implementation and learning.

ADDITIONAL DEVELOPMENT & INSTITUTIONAL EXPERIENCE

ALLIANCE AGRICOLE INTERNATIONALE / CECI — RESEPAG II

Rural Producer Organization Capacity-Building Specialist

North & Northeast Haiti |
2014–2015

- Assessed organizational capacity, governance, participation, and management needs among rural producer organizations.
- Facilitated planning and institutional-strengthening processes and supported producer organizations in improving internal management and service relationships.
- Contributed to monitoring, learning, and agricultural public-services strengthening activities.

EDUCATION DEVELOPMENT CENTER — HAITIAN OUT-OF-SCHOOL YOUTH INITIATIVE (IDEJEN)

Northeast Regional Liaison Coordinator

Northeast Haiti | 2009–2010

- Managed decentralized operations connecting youth centers, instructors, consultants, participants, and project leadership.
- Supervised nonformal education, technical-learning, youth entrepreneurship, and economic-inclusion activities.
- Monitored centers, instructors, participants, and income-generating initiatives and prepared technical, operational, and financial reports.

UNITED NATIONS DEVELOPMENT PROGRAMME — COMMUNITY VIOLENCE REDUCTION PROGRAMME

Community Violence Reduction Facilitator

Haiti | 2007–2008

- Facilitated community consultation, participation, and mobilization within a violence-reduction context.
- Supported local analysis of conflict and violence dynamics and connected community perspectives with program implementation.

SELECTED CONSULTING, RESEARCH & ADVISORY ASSIGNMENTS

JESCA Solutions LLC — MDUR Baseline & Midterm Evaluation

Field Activities Coordinator

October 2020–April 2021

Planned and supervised investigators and field personnel; organized interviews, focus groups, household research, municipal assessments, logistics, data-quality monitoring, and management reporting.

JESCA Solutions LLC — CHUD Baseline Study

Field Activities Coordinator

May–December 2021

Coordinated field implementation with technical teams, institutions, communities, and project representatives; monitored access, production, logistics, and data quality; contributed contextual interpretation and operational recommendations.

International Organization for Migration (IOM)

Consultant — Field Activities Coordination

November 2022–February
2023

Coordinated field teams and stakeholder access; organized interviews and focus groups in Cap-Haitien and Port-de-Paix; supported communication between field and technical teams and reliable data collection.

RECIDP / Justice Sector Strengthening Program (JSSP)

Planning & Communication Consultant

2017–2022

Planned civic-education and media activities on rights, access to justice, judicial procedures, and institutional reform; translated complex legal subjects into accessible messages and public discussions.

Women's Voice and Leadership Project

Social & Digital Communication Consultant

Northern Haiti | 2020

Supported women-led organizations with institutional communication, public visibility, digital strategy, audience engagement, and campaign-related needs.

Cap-Haitien–Limonade–Quartier-Morin Assignment

Communication & Public-Awareness Consultant

2015

Designed and supported communication activities across a multi-community development corridor and adapted messages to local audiences and implementation realities.

LEADERSHIP & INSTITUTIONAL SERVICE

Réseau Civisme et Droits de la Personne (RECIDP) — Member since 2003; two-time Coordinator, former President, and planning/strategic-communication leader. Contributed to governance, civic education, strategic planning, partner relations, program execution, institutional visibility, rights awareness, and public participation initiatives.

DIGITAL INNOVATION & SIGNATURE PROJECTS

Selected projects demonstrate the ability to move from a real-world need to strategic concept, content or product architecture, implementation, testing, quality control, and continuous improvement. Project maturity is stated precisely and must remain unchanged in publication.

RAFELD Awareness, Institutional Website & Communication Initiative | Humanitarian Communication • Digital Presence • AI-Assisted Media

Integrated communication system developed to strengthen RAFELD's institutional visibility and public engagement with women affected by return migration, forced return, vulnerability, and social reintegration.

- Serves as strategic communication lead, digital-content architect, website developer, campaign planner, message designer, AI-assisted media producer, and quality-control reviewer.
- Developed an institutional website, dignity-centered message architecture, locked awareness-postcard system, radio assets, and fourteen validated image-to-video clips; final assembly, graphics, subtitles, quality control, and export remain in progress.
- Combined protection-sensitive communication, human editorial review, AI image/voice/video production, subtitles, branding, and iterative quality control.

STATUS

Current institutional communication initiative. Public references approved for the base resume: rafeld.org and facebook.com/RAFELDHaiti.

Med-DayLivery | Medical Delivery Operations • Low-Code Product • Reporting

Human-centered application independently developed from firsthand medical-delivery experience to standardize daily reporting, mileage and vehicle records, package accountability, stops, zones, returns, urgent STAT activity, and administrative oversight.

- Independent initiator, operational analyst, product concept developer, workflow designer, requirements author, and principal tester.
- Defined driver/admin environments, authentication, role-based access, operational fields, tariff logic, exception handling, Supabase-backed data structure, and export behavior.
- Demonstrates the ability to translate frontline operational knowledge into functional requirements and an iterative database-backed prototype.

STATUS

Functional prototype under iterative development and testing; not represented as a commercially deployed healthcare platform.

ODEP School Kits Initiative | Community Development & Digital Campaign

Community-centered campaign led through Organisation pour le Développement de Port-Margot to connect donor engagement, strategic communication, transparent reporting, digital fundraising, audiovisual storytelling, and educational support.

- Structured a campaign target of 2,026 school kits for the 2026–2027 academic year at an estimated US\$20 per kit and US\$40,520 total resource target.
- Developed the central message, donor value proposition, campaign architecture, landing-page concept, odepschoolkits.org domain, storytelling plan, and AI-assisted media workflow.
- Created a repeatable campaign model linking beneficiary need, contribution unit, donor action, procurement, distribution, accountability, and reporting.

STATUS

Active campaign through July 30, 2026, or until verified campaign progress reaches 100%, whichever occurs first. Final contribution and distribution results will be updated before external publication.

DATIS — Digital Addressing & Territorial Information System | Digital Public Infrastructure • Territorial Intelligence • Local Development

Emerging concept designed to improve how communities, local authorities, institutions, businesses, emergency services, and development organizations identify, organize, and use territorial information.

- Concept initiator and strategic architect, connecting experience in local development, municipal engagement, infrastructure communication, field research, logistics, and digital systems.
- Defines a community-informed addressing framework, territorial database concept, participatory validation, data-governance orientation, service coordination, and scalable pilot approach.
- Creates a future-facing platform for consulting, feasibility analysis, institutional partnership, research, and place-based innovation.

STATUS

Strategic concept under development; not an operational public platform, completed database, or formally adopted government system.

ADDITIONAL DIGITAL & CREATIVE WORK

LabBool Prediction Engine — evolving cultural/educational simulation prototype; Haitian Impact Kilti / Latè Pa Manti — active agriculture and culture storytelling initiative; MERD'ATÒ — active philosophy-driven creative communication and thought-leadership platform.

EDUCATION

Université d'État d'Haïti (UEH), Faculté des Sciences Humaines (FASCH) Diplôme universitaire — Bac+4, Communication sociale	October 2001–August 2005
Académie Nationale de Communication et de Linguistique (ANACOBEL) Diplôme de journalisme	October 1999–July 2001

CERTIFICATIONS, LICENSES & FORMAL TRAINING

- Florida 2-14 Life & Variable Contracts Insurance License — Florida Department of Financial Services; License #G215431; Classification 0214; issued February 27, 2025; currently appointed with Primerica.
- Certificate in Andragogy & Adult Training — Bureau de Monétisation des Programmes d'Aide au Développement (BMPAD), March 2011.
- CSPPro for Computer-Assisted Personal Interviewing (CAPI) — Asian Development Bank & Food and Agriculture Organization of the United Nations; training March 15–May 7, 2021; certificate May 14, 2021.
- Survey Solutions for Computer-Assisted Personal Interviewing (CAPI) — Asian Development Bank & Food and Agriculture Organization of the United Nations; training March 15–May 7, 2021; certificate May 14, 2021.
- Certificate in Social Facilitation — Centre International de Politologie Appliquée (CIPA), April–May 2005.

TECHNOLOGY, RESEARCH & PRODUCTION TOOLS

Research & Data	CSPPro • CSEntry • Survey Solutions • qualitative interviews • focus groups • field observation • data-quality coordination
Digital Products	Lovable • Supabase • low-code architecture • workflow mapping • requirements development • iterative testing
Artificial Intelligence	ChatGPT • structured prompting • AI-assisted research and writing • workflow automation concepts • responsible human review
Media Production	Google Flow • ElevenLabs • HeyGen • Adobe Premiere Pro • AI-assisted image, voice, video, subtitles, and digital storytelling
Professional Productivity	Microsoft Word • Excel • PowerPoint • Google Workspace • digital reporting and documentation

LANGUAGES & PROFESSIONAL AVAILABILITY

Languages: Haitian Creole — Fluent • French — Fluent • English — Working proficiency; continuing professional development

Based in: New Jersey, United States

Engagement: Open to strategic roles, consulting assignments, training engagements, partnerships, and multidisciplinary projects creating sustainable social and digital impact.

COMMUNICATION × DEVELOPMENT × STRATEGY × DATA × HUMAN-CENTERED DIGITAL INNOVATION