

# LONNIE E. BROWN

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ROCK HILL, SC 29732

## Objective

Technical writer with a robust background in creating visually compelling 2D and 3D illustrations and technically accurate documentation. Possesses a strong print layout design and a proven track record in collaborating with authors, engineers, and product designers to produce high-quality deliverables. Seeking an opportunity to contribute to organizational growth, while adhering to industry standards to enhance user experience.

## Experience

### **ASSOCIATE TECHNICAL WRITER | GOODBABY INTERNATIONAL - EVENFLO**

**CHARLOTTE, NC**

**11/2022 - PRESENT**

- Created high-quality 2D and 3D line illustrations, designs, and documentation layouts, for a range of juvenile products, including car seats, strollers, and wheeled goods, leading to successful delivery of over 50 print and digital documents.
- Evaluated, proofread, and improved documentation for clarity and compliance with company standards, reducing errors in released documents by 20%.
- Utilized Solidworks, Adobe InDesign, Photoshop, and Illustrator to create, design, and edit technical illustrations that adhere to child transportation safety standards.
- Modified and edited design elements for user manuals, installation sheets, labels, and instructional inserts, ensuring adherence to brand guidelines for seamless print production.
- Collaborated with product managers, industrial designers, marketing specialists and engineers to establish project objectives, ensuring timely delivery of technical and illustrative deliverables for different product categories.
- Managed and prioritized project tracking for third-party contractors and vendors for projects requiring text translations and print specifications, increasing team-based efficiency.
- Designed and conceptualized monthly circular for Diversity and Inclusion Committee, promoting a positive and productive environment across the company.

### **JUNIOR TECHNICAL WRITER | GOODBABY INTERNATIONAL**

**CHARLOTTE, NC**

**8/2019 - 11/2022**

- Drafted and designed layouts for on-product labels, instructional drop-ins, and instructional manual materials, producing deliverables for various organization products.
- Created 2D and 3D line work to accurately represent car seat and wheeled goods products for technical manuals, increasing resource usability and readability.
- Partnered with product development and engineering teams to ensure labeling and instructional materials were accurate and consistent with product specifications through digital annotations.

## **PUBLICATION SUPPORT ANALYST II | AMAZON - KINDLE DIRECT PUBLISHING**

**NORTH CHARLESTON, SC**

**5/2016 - 2/2018**

- Assisted authors throughout the publishing process on the Kindle publishing web platform via phone and email, helping authors successfully publish their works.
- Delivered exceptional customer service by actively listening to customers' concerns and providing tailored solutions, resulting in a 93% customer satisfaction rating.
- Utilized CRM software to document customer interactions, ensuring accurate tracking of inquiries and resolutions, and improving call response time.

### **Skills**

- |                     |                            |                                |
|---------------------|----------------------------|--------------------------------|
| • Adobe Photoshop   | • Page Layout              | • Solidworks eDrawings for CAD |
| • Adobe Illustrator | • Illustration             | • Microsoft Office Suite       |
| • Adobe InDesign    | • Typography               | • Microsoft Planner            |
| • Proofreading      | • Quality Assurance        | • Salesforce CRM               |
| • Copy Editing      | • Cross-team Collaboration | • Document Management          |
| • Graphic Design    | • Project Management       |                                |

### **Education**

#### **Bachelor of Arts in Graphic Design**

Art Institute of Pittsburgh, Online

#### **Associate in Arts/Science in Advertising/Graphic Design**

Stanly Community College