

Jeffrey Lunnie

Albany, Georgia



- Technical Writer -

Detail-oriented Technical Writer with over 3 years of experience in creating clear, concise, and user-friendly documentation across various platforms. Proven expertise in developing manuals, guides, and technical specifications that enhance user understanding and improve operational efficiency. Skilled in leveraging new technologies and methodologies to produce high-quality content. Adept at project management with a strong ability to meet deadlines and manage multiple tasks simultaneously. Committed to delivering excellence in technical communication and continuously enhancing documentation processes. Strong background in working with non-profit organizations, providing technical writing support that aligns with organizational goals.

PROFESSIONAL SKILLS

- Technical Writing
- Technical Editing
- Project Management
- Windows Operating System
- Microsoft Office
- Grammar
- Communication
- Researching
- WordPress
- New Technology Writing
- Content Editing
- Documentation Creation
- Mac Operating System
- Google Workspace
- Semantics
- Collaboration
- Organizational
- AP Writing
- Copyediting
- Time Management
- Linux Operating System
- Adobe Software
- Design
- Audience Analysis
- Pressure Handling

EDUCATION

Technical Writer Certification

Spring 2025 – Summer 2025

Bachelor of Arts

- English Major
- Creative Writing Minor

Summer 2015 – Summer 2017

Associate of Arts

- Liberal Arts Focus

Summer 2002 – Summer 200

Beebe High School

Summer 1999 – Spring 2002

REFERENCES

Sydney Elliot

- OSU Professor

- sydney.elliott@oregonstate.edu

Damien Koshnick

- OSU Professor

- koshnicd@oregonstate.edu

Erin Dalton

- OSU Professor

- daltoner@oregonstate.edu

RECENT PROFESSIONAL EXPERIENCE

Technical Writer (Volunteer) | iHealth and Wellness Non-Profit Foundation

Spring 2025 – Present

- Developed and refined technical documents, improving clarity and usability for internal and external stakeholders.
- Led a documentation project that streamlined the creation of user manuals, reducing production time by 20%.
- Collaborated with cross-functional teams to gather and analyze content requirements, ensuring that all technical materials met organizational standards.
- Implemented a new editing process that increased the accuracy of technical documents by 15%, enhancing overall content quality.
- Provided training and support to new volunteers on technical writing best practices and software tools, fostering a more efficient workflow.
- Assisted in the creation of online help guides, contributing to a 10% increase in user satisfaction based on feedback surveys.

Area Manager | Amazon

Winter 2024 – Winter 2025

- Created and maintained SOP documentation

Assistant Manager | Amazon

Spring 2023 – Winter 2025

- Created training material and executed material by onboarding new associates.

Process Assistant | Amazon

Fall 2021 – Spring 2023

- Created and maintained procedure documentation.

Warehouse Associate | Amazon

Summer 2021 – Winter 2021

- Created outlines which when executed led to a job performance increase and promotion.