



# Jeffrey Lunnie

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## SUMMARY

Detail-oriented technical writer with three years of experience between iHealth non-profit foundation and also as apart of Amazon management. Proven ability to manage documentation projects effectively, ensuring end-user satisfaction.

## SKILLS

- Grammar & Semantics
- AP Writing & AI Writing
- Windows OS & Mac OS
- Microsoft 365 & Google Workspace
- Adobe Software
- Wordpress
- Keyboarding (65 WPM)
- HTML and CSS basics
- SEO best practices
- Data Management System
- Communication & Interpersonal
- Empathy and Audience Analysis
- Learning Capability and Adaptability
- Time Management & Organization
- Confidence and Feedback Integration
- Agile methodology

## EDUCATION AND TRAINING

August 2015

**Bachelor of Arts** | English Language and Literature  
University of Central Arkansas, Conway, AR

June 2007

**Associate of Arts** | Liberal Arts  
Arkansas State University, Beebe, AR

May 2002

**High School Diploma**  
Beebe High School, Beebe, AR

## CERTIFICATIONS

July 2025

**Technical Writing Certification**  
Oregon State University, Corvallis, OR  
[Writing Portfolio](#)

Enrolled 2025

**AI Technical Writing Certification**  
Technical Writing HQ

## REFERENCES

References available upon request.

## EXPERIENCE

April 2025 - Current

**Technical Writer iHealth and Wellness Non-Profit Foundation Inc** |  
Macon, Georgia

- Completed writing assignments according to set organizational standards regarding order, clarity, conciseness, style and terminology.
- Edited and proofread documents for grammar, clarity, content, accuracy and formatting.
- Provided training support by developing online tutorials and instructional materials.
- Selected various graphics to accompany written material.
- Developed and maintained platform-specific documentation, comprising operations manuals, user manual engagement model documentation and training material or collateral.
- Performed research on new technologies to stay current in field.
- Produced internal and external documents and systems that met project expectations.
- Managed documentation projects from concept to completion, adhering to strict timelines and quality standards.
- Collaborated with team members for seamless project implementation.

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## WORK HISTORY

August 2025 - Current

**Amazon Delivery - Driver Xeno Logistics LLC** | Macon, GA

January 2024 - February 2025

**Area Manager - Amazon** | Albany, GA

March 2023 - January 2024

**Assistant Manager - Amazon** | Yellville, AR

December 2021 - March 2023

**Process Assistant - Amazon** | Macon, GA

July 2021 - December 2021

**Warehouse Associate - Amazon** | Little Rock, AR

April 2021 - June 2021

**Package Handler - FedEx** | Hot Springs, AR

January 2021 - April 2021

**Cable Installer - WEHCO** | Hot Springs, AR

February 2019 - April 2021

**Book Print Associate Office Recruiters** | Hot Springs, AR

April 2018 - February 2019

**Library Page Central Arkansas Library System** | Jacksonville, AR