

Melody Rose

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SUMMARY

Parts information and product support specialist with four years of experience translating **engineering data** into accurate aftermarket parts content for equipment users, dealers, and service networks. Interprets **engineering prints**, validates part numbers, names, quantities, assemblies, and revisions, then prepares dependable information for publication and **new product introduction**. Uses Teamcenter, engineering data repositories, structured review methods, and disciplined revision control to protect accuracy across scheduled releases. Gathers evidence from engineering, service, operations, supplier, and customer support stakeholders, resolves discrepancies, and communicates technical conclusions clearly. Created peer review and **validation** practices that improved authoring consistency and supported reliable downstream use. Collaborative, customer focused, and prepared to contribute technical judgment, service excellence, and process improvement within an on site product support environment.

EXPERIENCE

Parts Information Specialist

November 2024 - Present

Midwest Motion Components

Bloomington, IL

Owns technical **parts content** for multiple industrial equipment families, supporting engineering releases, dealer information, product launches, revision governance, and customer support through accurate, traceable data.

- Converted released engineering records into dealer ready **part numbers**, names, quantities, and assembly information.
- Reconciled **Teamcenter** drawing revisions with parts records, closing discrepancies before scheduled publication releases.
- Traced engineering changes through assemblies, confirming affected service content for new product introductions.
- Applied print reading and quality checks, identifying mismatched **quantities**, superseded components, and naming inconsistencies.
- Created a peer review checklist for revision packages, improving author consistency and approval control.
- Translated service questions into targeted data reviews, documenting conclusions for authors, engineers, and operations users.

Technical Parts Author

October 2022 - October 2024

Heartland Equipment Documentation

Normal, IL

Produced illustrated parts information for construction and material handling equipment, organizing engineering source data into serviceable assemblies while supporting launches, revisions, dealer questions, and process improvement.

- Produced illustrated parts information, organizing engineering source data into clear serviceable equipment assemblies.
- Validated component identifiers, descriptions, and **quantities** against **engineering prints** and change records.
- Escalated ambiguous source data with concise evidence, supporting timely technical resolution by **stakeholders**.
- Prepared initial parts structures for product launches, tracking late revisions through publication schedules.
- Compared engineering, service, and supplier documentation before selecting authoritative values for parts records.
- Resolved dealer questions by researching technical records and communicating corrected information through revision workflows.
- Documented recurring **authoring** errors and proposed validation steps for team review practices.

PROJECTS

Parts Data Governance Initiative 📅 2024

Created a repeatable review approach for revision packages, connecting engineering records, parts data, approval controls, and publication readiness. The approach gave authors a clearer path for resolving discrepancies before downstream release.

New Product Parts Readiness 📅 2023

Prepared initial parts structures for equipment launches by gathering engineering, service, and supplier information. Compared source records, tracked revisions, and supported dependable content delivery for dealers and internal product support teams.

LEADERSHIP & AWARDS

- Peer Review Practice Recognition, acknowledged for improving consistency across parts information revision packages.
- Product Launch Support Recognition, valued for dependable parts content during scheduled equipment introductions.

EDUCATION

Bachelor's Degree in Technical Communication

2022

Illinois State University GPA: 0

Normal, IL

Coursework: Technical writing, information design, editing, research methods

CERTIFICATIONS

- Teamcenter Fundamentals 📅 2024
- Technical Communication Certificate 📅 2022

TECHNICAL SKILLS

- **Engineering Data Systems:** Teamcenter, EDS, HVC/PRWB
- **Parts Authoring:** Technical parts authoring, illustrated parts information, parts structures
- **Print Interpretation:** Engineering prints, drawing revisions, assembly information
- **Data Validation:** Part number validation, quantity validation, component identifiers
- **Revision Control:** Change records, revision packages, approval controls
- **Product Introduction:** New product introduction, launch readiness, service content
- **Information Governance:** Parts data governance, publication standards, source control
- **Quality Practices:** Peer review, quality checks, validation steps
- **Stakeholder Research:** Data gathering, technical sources, supplier documentation
- **Communication Tools:** Technical communication, customer support, dealer communication
- **Process Improvement:** Authoring improvement, workflow improvement, continuous improvement

SKILLS

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|-------------------------------|-----------------------------|----------------------------------|----------------------|
| • Customer focus | • Relationship management | • New product introduction | • Team collaboration |
| • Data gathering and analysis | • Technical problem solving | • Engineering print reading | • Quality standards |
| • Service excellence | • Parts data validation | • Technical parts authoring | • Product support |
| • Technical communication | • Revision control | • Continuous process improvement | |

PROFESSIONAL AFFILIATIONS

- Product Support Collaboration, partnered with engineering, service, operations, and customer support teams.
- Technical Authoring Community, shared validation practices and practical print reading guidance with peers.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST