

Melody Rose

Parts Information Specialist

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STRENGTHS

- ✓ **Technical accuracy**
Print reviews caught quantity and naming discrepancies before publication, giving downstream users dependable parts information.
- 👥 **Customer focus**
Dealer questions became focused research tasks, with clear answers that strengthened confidence in service content.
- ⚙️ **Process improvement**
A practical peer review checklist brought steadier authoring quality to revision packages and team approvals.
- 🗺️ **Stakeholder coordination**
Engineering, service, and supplier inputs were compared carefully, helping teams reach sound technical conclusions.
- ♥️ **Revision control**
Tracked changing assemblies through release cycles, keeping scheduled content aligned with current engineering records.

SKILLS

Customer focus

Data gathering and analysis

Service excellence

Technical communication

Relationship management

Technical problem solving

Parts data validation

Revision control

New product introduction

Engineering print reading

Technical parts authoring

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

Midwest Motion Components 📅 November 2024 - Present 📍 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

Heartland Equipment Documentation 📅 October 2022 - October 2024 📍 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.

