
AUSTIN GREENWAY

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PROFESSIONAL SUMMARY

Student with a major in Technical Communication offering proven skills in professional writing, providing exceptional content, and meeting tight deadlines. Dedicates long hours to complete fast-paced work. Customer-obsessed team player who excels at connecting with people and promoting long-term loyalty.

EDUCATION

Bachelor of Science: Technical Communication

University of Georgia - Athens, GA

Bachelor of Science: Technical Communication, Leadership Studies Minor, 12/2022

Kennesaw State University - Kennesaw, GA

SKILLS

- Precise, Professional Writing
- Strong Communication Skills
- Time Management
- HTML5/CSS3
- UX Research and Optimization
- Engaging Content Creation
- Information Design
- Adobe Suite (Photoshop, InDesign, Dreamweaver, XD)

WORK HISTORY

Technical Writer, 09/2021 to Current

HappyBull Technologies LLC – Athens, GA

- Created clear, concise help documentation for simplified site navigation
- Developed and implemented Usability Testing procedures
- Consolidated user feedback for website optimization recommendations
- Worked closely with SMEs to produce accurate and informative content

Apprentice Meat Cutter, 08/2020 to 07/2021

Publix – Woodstock, GA

- Assisted 50+ customers daily by taking and filling special orders and making product suggestions.
- Maintained and stocked display cases by transporting wrapped products from work area or cooler to display cases.
- Verified proper inventory levels, product quality and freshness to prevent sale of spoiled products.
- Adhere to safety and cleanliness standards and maintained equipment.

- Prepared and placed meat cuts and products in display counter to ease shopping experience of customers.

Food Expeditor, 03/2018 to 06/2020

Country Club of Roswell – Roswell, GA

- Oversaw kitchen operations to ensure timely and quality preparation of menu offerings
- Trained new expeditors and food runners according to company policies and standards
- Executed and supervised plate preparation according to temperature and condiment specifications
- Demonstrated strong knowledge of menu offerings and appropriate culinary techniques
- Maintained composure and work quality while under stress