

# R. Carnie Littlefield

Senior Technical Writer & Content Strategist

3150 Middleton Dr  
Rockvale, TN 37153

📞 (512) 922-1274

✉️ [rcarnie@carnielittlefield.com](mailto:rcarnie@carnielittlefield.com)

🌐 [carnielittlefield.com](http://carnielittlefield.com)

## Professional Summary

Detail-oriented Technical Writer and Content Strategist with a BFA in Communication Design and 15+ years of experience bridging complex technical concepts with accessible user documentation. Proven track record in developing procedure policies, creating comprehensive training curricula, and authoring creative fiction. Bilingual (English/Spanish) communicator adept at leveraging SEO principles, Adobe Creative Suite, and modern CMS platforms to elevate brand messaging and streamline corporate communications.

## Professional Experience

2018–Present **Content Lead & Operations Manager**, *Charta Group / Breathing Color*, Remote / Austin, TX

Progressed through multiple leadership roles focusing on technical communication, system administration, and team training.

- **General Manager (2023–Present):** Manage operational communications, ensuring precise cross-departmental documentation and clear vendor correspondence.
- **Customer Support Manager (2018–2022):** Authored and maintained comprehensive procedural policies for global support teams, ensuring 100% compliance with corporate standards.
- **Training & Enablement:** Developed and managed an internal training website, creating digital content to onboard and upskill talent efficiently.
- **System Migration:** Spearheaded written communications and procedural updates during the migration to the Freshdesk ticketing system, significantly reducing customer friction and agent onboarding time.

2020–Present **Independent Author & Digital Creator**, *Self-Employed*, Rockvale, TN

- **TaleOfTheWolf.com:** Authored the “SilverTail Series” (YA Fiction), demonstrating long-form narrative structure, character development, and rigorous editorial diligence. Focuses on community and disability awareness.
- **Digital Copywriting:** Manage end-to-end digital copywriting, SEO optimization, and content strategy for personal e-commerce and portfolio sites ([Carnielittlefield.com](http://Carnielittlefield.com), [MakersMarketTN.com](http://MakersMarketTN.com), [JulesBodyWork.com](http://JulesBodyWork.com)).

## Core Competencies

Technical Writing Standard Operating Procedures (SOPs), Policy Formulation, User Manuals

Content Strategy SEO Copywriting, Brand Storytelling, Corporate Training Materials, Creative Fiction

Tools Adobe Creative Cloud, WordPress CMS, Microsoft 365, SharePoint

Languages English (Native/Fluent), Spanish (Fluent)

## Education

2000–2005 **Bachelor of Fine Arts in Communication Design**, *Texas State University*, San Marcos, TX

1994–1998 **High School Diploma with Highest Honors**, *Crockett High School*, Austin, TX