

Brown Osteen

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EXPERIENCE

Level 2 Technical Writer / FAAD (Forward Area Air Defense)

Northrop Grumman, (Redondo Beach, Space Park) Los Angeles, CA

10/2024 - Current

- Supports the FAAD initiative working along the Integration, Logistics, and Support team developing cutting-edge software to help warfighters make real-time decisions by enhancing product functionality and usability.
- Lead technical writers and incoming engineers. Provide mentorship and training for lab interfaces and lead projects for subject matter experts. Develop clear and concise documentation for analysts, developers, and engineers.
- Work with consumers of technical documentation to receive feedback on improvements, and prioritize and execute improvements in a timely manner.

Technical Writer / Operational Test Procedures for MQ-4C Triton / HALE (High Altitude, Long Endurance)

Northrop Grumman, (Palmdale Plant 42) Los Angeles, CA

1/2024 - 10/2024

- Directed fabrication, integration, and testing procedures for Triton drones that gain reconnaissance and intelligence over oceans and coastal regions.
- Crafted and maintained process instructions, ensuring adherence to safety, reliability, and capability standards, fostering cohesive collaboration across engineering, production, and management teams.
- Played a pivotal role in the design and development of Triton hardware, overseeing manufacturing and integration processes. Interact with shop personnel to ensure work instructions are accurate and comprehensible.
- Produced and updated planning documents, authored technician instructional content, and implemented process improvements, bolstering efficiency and reliability.

Public Affairs Specialist for the International Space Station (ISS)

NASA (National Aeronautics and Space Administration), Houston TX

8/2023 - 12/2023

- Supporting strategic communications for the ISS program, specifically in support of the ISS program manager.
- Serving as a lead for writing, directing, and editing a film on the space station by utilizing astronauts in orbit for a promotional piece with the launch of a new specialized phone application.
- Trained on the CRONUS console in Mission Control manning the camera angles responsible for the egress of the Soyuz spacecraft for the historic return of Frank Rubio and his record-breaking 371 days in space.
- Created a personalized 20 question survey sent to a select few Hispanic NASA engineers agency-wide. Compiled their responses into an extensive web feature written in AP style for Hispanic Heritage Month where it was posted on the morning round-up distributed to tens of thousands of contractors and civil servants for exposure.
- Wrote a feature article using AP style based on an interview highlighting an international space station increment manager where it was posted on the morning round-up which received high praise from managers and branch chiefs.
- Created and distributed a pitch to all public media in preparation for the NASA open house/eclipse event where there was a turnout of 12,000 in attendance.

Safety and Test Operations, Communications / Serves in the Safety and Mission Assurance Directorate

NASA (National Aeronautics and Space Administration), Houston TX

6/2023 - 12/2023

- Developed a department-focused training program for NS new hires and interns to assist with developing the onboarding process.
- Added an NS Personnel page to the NASA JSC Wikipedia, which directs the user to a member-categorized library with all NS personnel, then gives them the option to create a profile that is auto-logged and shown on the personnel page. (Edited the source code using queries).
- Co-lead for a work health and safety inspection in B241 / Co-lead for a pressure piping inspection in B7 20ft thermal vacuum chamber.
- Completed the Basics of Operational Safety Course and Pressure Systems Design Course.

DevSecOps Engineer (Development, Security, and Operations)

LinQuest Corporation, Colorado Springs, CO

5/2022 - 8/2022

(LinQuest is a primary contractor of the Department of Defense and the US Space Force and an industry leader in designing, integrating, and operating space systems with solutions aligned to national security priorities.)

- Automated maintenance of the image archive in Nexus using C++ and worked to develop and add a build-step that removes some of the oldest images pushed to Nexus. Project nicknamed "ICE," an in-house software developed by LinQuest to actively communicate with satellites co-owned by the corporation.
- High knowledge in API, SDK interfaces and command-line documentation and technical components.
- Strategically updated deployment settings in the DevSecOps pipeline by proactively changing the server address in the backend so the link to the login webpage can communicate with the pipeline for users to log in.

- Developed confluence pages on how to edit members of a global access group for Jira, bitbucket, and confluence, how to grant access for pages and projects, and working helpdesk tickets by removing admin access to non-admin user accounts in Atlassian products. Created a Jira user activity log with licensed users to document all active Jira admin users.

Spacesuit Multimedia Developer / Served in the Spacesuit and Crew Survival Systems Branch

NASA (National Aeronautics and Space Administration), Houston, TX

1/2022 - 5/2022

- Assisted as a co-lead for their Spacesuit Knowledge Capture Program (SKC) and edited SKC training videos highlighting all the current systems of their state-of-the-art spacesuit (xEMU).
- Recorded meetings with engineers and edited them in a concise, analytical way where the teams can reference the in-depth discussions to make future iterations to the suit. Edited 20+ SKC videos with a same-day turnaround time.
- Videography duties included product documentation, events, training, interviews, videos for presentations, and moderately complex storytelling projects. Conducted an interview with Aki Hoshide for the “Down To Earth” series.
- Professional on-site experience in 10+ laboratories capturing and editing still photographic and video activities in support of NASA. One of my graphic design thumbnails was posted on the official “NASA Artemis” Twitter page.

Digital Media Expert

The Sumter Item, Sumter, SC

11/2017 - 7/2021

- Boosted customer base by transitioning news media content to new online platforms while increasing engagement of 5,000+ subscribers.
- Increased online audience retention by over 30% by conducting interviews, writing press releases and web stories, creating new series, gaining sponsorships, and bringing additional revenue streams into the business.
- Collaborated with the multimedia team and executives to quickly resolve capitalization and technology problems and pitched new ideas using PowerPoint. Exercised exceptional communication and collaborative skills.

Real Estate Media Specialist

Berkshire Hathaway

5/2020 - 8/2020

- Increased agency revenue by 15% and conducted media marketing and customer relations within the firm, ranked as the top sales office per volume. Created positive publicity to help build public loyalty to the organization and improve/promote the organization's image.
- Diagnosed market trends when shooting listings as the lead media developer for the firm.
- Photographed, videoed, shot aerial media, edited websites for real estate agents, and managed metadata for the firm.

Wilson Hall School - Sumter, SC

Film4Kids - Founder and Teacher

5/2019 - 8/2019

- Created a film school for young Wilson Hall students during the summer. Taught the art of storytelling, cinematography, and editing to 30 young students who have an interest in film/media.
- I had the kids create five films, each a different genre incorporating the skills I taught over the course of camp.
- I taught them the International Organization for Standardization (ISO), aperture, and focal length of the lens (f-stop). Conducted a workshop on editing and color correction to teach the different grades and how it dictates the overall mood and tone of the film.

EDUCATION

Syracuse University | Syracuse, NY 13210 | Cumulative GPA 3.7/4.0

8/2019 - 5/2023

Focus - Information Management and Technology (Software Development)

B.F.A. Film, Visual and Performing Arts - Transmedia (Multimedia Production)

RELEVANT SKILLS

- Excellent technical & business writing skills/AP Style/passion for sharing technology and the ability to translate complex concepts with diverse audiences. High interest in computer science communication/journalism/scientific writing /understands software development workflow. Familiar with MIL-STD-40051D and S1000D.
- Editing Software Experience: Arbortext, Jira, Bitbucket, Confluence, GitHub, Adobe, PowerPoint, excel
- High understanding of logistics operations/organizations/high-profile team environments/goal-oriented/safety pipeline and organizational structure/knowledgeable with analysis, institutional, and test safety.
- Ability to work on feet for long hours, on hardware floors, and weekends.
- Programming Language Experience: C++, Java, Python, Swift, HTML, CSS
- FAA (Part 107 Small UAS Remote Pilot) Credential ID: 4307108