EILEEN BLUM (she/her)

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Summary

I am an experienced conversational AI designer with expert knowledge of human language structures. I managed my own research projects from introduction to completion for eight years then transitioned to industry in order to see more direct impacts of my work. I value detailed documentation and organization to ensure clarity and a smooth workflow; I excel at paying attention to details while maintaining a vision of the larger goals for a project.

Education

PhD, Linguistics

Rutgers, The State University of New Jersey - New Brunswick | Sept 2015-Jan 2023

Bachelor of Arts, Linguistics

University of California Santa Cruz | 2012-2014

Intersegmental General Education Transfer Curriculum Certificate

Diablo Valley College, CA | 2010-2012

Work Experience

Dialogue Designer

Data Piper | Contract | Remote | September 2022-Present

Google Cloud CCAI

- Write client-facing DialogflowCX recommendations to improve call containment up to 185%
- Create sample data and labeling instructions for 90 conversations to train customer service LLM
- Annotate and summarize 557 live agent conversations over six months to improve agent assist functions for 5 clients
- Earn Coursera project management certificate

Dialogue Designer

Tek Systems | Contract | Remote | July 2021-July 2022

Google Cloud CCAI

- Identified data quality issues, Created a plan and resolved NLU and UX problems; implemented changes directly within Dialogflow CX
- Annotated conversation data identified virtual agent failures and successes
- Developed, tested, and deployed a new label taxonomy; oversaw training of 15 team members
- Utilized cross-functional collaboration to improve labeling process
- Wrote 17 process documents to track changes and train 5 new team members
- Contributed to two best practices documents for DialogflowCX, published by Google

Linguistics Fellow & Teaching Assistant

Rutgers University | FTE | New Brunswick, NJ | September 2015-June 2021

- Executed and documented two major research projects over eight years
- Employed cross-discipline collaboration to improve arguments
- Presented cutting-edge research to expert audiences at local conferences
- Strong proficiency with IPA and excellent understanding of other linguistic representations
- Created course content and served as primary instructor for two introductory linguistics and two expository writing courses with up to 30 students each
- Organized and hosted first *PhD to Industry* informational event with five panelists and up to 50 attendees
- Orchestrated summer mini-course with five lessons on methods of artificial learning
- Coordinated colloquium series for two years

Skills

Languages: French (intermediate), Irish Gaelic (Beginner), IPA (Proficient)

Technical: Dialogflow CX, Python, R, Praat, Audacity, html