EILEEN BLUM (she/her)

(510) 407-2646 | eileen.blum92@gmail.com | www.linkedin.com/in/eileen-blum
www.eileenrblum.com/portfolio

Introduction

I am a passionate and collaborative technical writer/editor with eight years of experience writing for academic scientists and three years of technical documentation experience. I value clarity and concision and am experienced in tailoring information to a variety of audiences. I excel at paying close attention to details while maintaining a vision of the larger goals for a product. I strive to always continue learning about new technologies and sharing that knowledge with others via technical documentation.

Education

2015 - 2023	**PhD in Linguistics**, *Rutgers University,* New Brunswick, NJ
2012 - 2014	**BA in Linguistics**, *University of California Santa Cruz*, Santa Cruz, CA
2010 - 2012	**IGETC Certificate,** *Diablo Valley College,* Pleasant Hill, CA

Experience

2/2024 - Present

Technical Writer, *DataPiper - Contract*, Remote in New Jersey, USA
Google CCAI – Agent Assist

- Write public-facing document set for new product
- Update public Google documentation as APIs change
- Create, manage, and submit change logs using Critique
- Collaborate with SMEs to understand products, features, and processes
- Commit to lifelong learning and knowledge sharing

9/2022 - 2/2024

Dialogue Designer, *DataPiper - Contract*, Remote in New Jersey, USA
Google CCAI – Agent Assist

- Edited 4 Agent Assist documents for public accessibility in English, Convert to markdown
- Collaborated closely with engineers to ensure quality and accuracy of content
- Ensured content adheres to a consistent style, tone, and approach by following a style guide, reviewing existing documentation, and participating in peer reviews
- Wrote client-facing DialogflowCX recommendations to improve call containment up to 185%
- Wrote instructions and sample data for 90 conversations to train Agent Assist LLM
- Annotated and summarized 557 customer service conversations over 6 months for 5 clients
- Detail oriented and strong organizational skills

7/2021 - 7/2022

Dialogue Designer, *Tek Systems - Contract*, Remote in New Jersey, USA
Google CCAI –Virtual Agent

- Designed, co-wrote, and edited public documentation for Dialogflow CX
- Wrote documentation guide, Edited ReadMe for SCRAPI Python library on Github
- Collaborated closely with product team to ensure quality and accuracy of content
- Wrote 17 instructional documents to clarify processes and train 5 new team members
- Annotated conversation data to identify virtual agent failures and successes
- Able to prioritize and work under pressure and with tight deadlines in an agile workflow
- Identified audience and purpose to tailor tone of documents

9/2015 - 6/2021

Linguistics Fellow/TA, *Rutgers University – Full Time*, New Brunswick, NJ

- Wrote PhD dissertation: four years of research, edited and proofread own work
- Wrote mid-length qualifying research paper: two years of field research, edited and proofread
- Collaborated with experts in other fields to improve quality and accuracy of content
- Presented ideas to expert audiences using slides and verbal explanations
- Served as primary instructor for two linguistics and two expository writing courses

Skills

Word Processing	Google Suite, Microsoft Office, Markdown