

# EILEEN BLUM (she/her)

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[www.eileenblum.com/portfolio](http://www.eileenblum.com/portfolio)

## Introduction

I am a passionate and collaborative technical writer/editor with eight years of experience writing for academic and industry 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 document. I strive to always continue learning about new technologies and sharing that knowledge with others via technical documentation.

## Education

2015 - 2023  
2012 - 2014  
2010 - 2012

**PhD in Linguistics**, *Rutgers University*, New Brunswick, NJ  
**BA in Linguistics**, *University of California Santa Cruz*, Santa Cruz, CA  
**IGETC Certificate**, *Diablo Valley College*, Pleasant Hill, CA

## Experience

9/2022 - Present

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

- Write client-facing DialogflowCX recommendations to improve call containment up to 185%
- Edit five Agent Assist documents for public accessibility in English, Convert to markdown
- Collaborate closely with engineers to ensure quality and accuracy of content
- Write instructions and sample data for 90 conversations to train Agent Assist LLM
- Annotate and summarize 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

- 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 - 6/2022

**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
- Maintained clarity and structure using APA writing guidelines
- Served as primary instructor for two linguistics and two expository writing courses
- Committed to lifelong learning and knowledge sharing

## Skills

Word Processing  
Technical

Microsoft Office, Google Suite, Markdown  
Dialogflow CX, html, Python, R

## Languages

Proficient  
Basic

IPA  
French, Irish Gaelic