

# EILEEN BLUM (she/her)

## Technical Writer

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### Summary

Experienced technical writer with expertise in API documentation, developer guides, and AI product content. Skilled in translating complex technical concepts into clear accessible information for diverse audiences; and proven collaboration with engineers, UX designers, and product teams in cloud-based environments. Seeking a full time position with a diverse team that values accessibility and collaboration.

### Skills

- **Core competencies:** Technical writing and editing, cross-functional teamwork and communication, detail oriented pattern recognition enables innovative problem solving
- **Personal:** Self-starter who works independently and manages multiple projects simultaneously; values direct communication, accountability, and integrity; inherent knowledge seeker, asks questions to understand concepts
- **Leadership:** Train and onboard new writers, own information architecture and content strategy
- **Documentation tools:** HTML, XML, Markdown, single sourcing, Google suite, Microsoft Office
- **Version control:** Github, Critique, Dropbox
- **APIs:** REST, JSON, SDK, CLI
- **Platforms:** Google Cloud, Google Chrome, Mac OS, iOS

### Experience

- 2/2024 - Present     **Technical Writer**, *DataPiper - Contract*, Remote  
Google Cloud Gemini Enterprise for Customer Experience – Agent Assist and Customer Experience Insights
- Create, update, and maintain API documentation and release notes for all new AI-driven features to help contact centers process up to 20 million voice calls
  - Plan, design, write, and publish technical documents, including REST/JSON APIs, CLIs, SDKs, concepts, and how-to guides
  - Able to understand and explain technical concepts to non-technical audiences in clear, concise language
  - Consult on UI copy to ensure user-facing content is clear, concise, and aligned with product goals
  - Organize and manage four documentation websites to ensure documentation is clear and accessible, with reusable information architecture
  - Participate in iterative content reviews and implement feedback to improve documentation while adhering to company style guides
- 9/2022 - 2/2024     **Dialogue Designer**, *DataPiper - Contract*, Remote  
Google Cloud Gemini Enterprise for Customer Experience – Agent Assist
- Performed copy and developmental edits for product documentation to ensure clarity for different audiences
  - Wrote instructions and sample data for 90 conversations to train an AI model
- 7/2021 - 7/2022     **Dialogue Designer**, *Tek Systems - Contract*, Remote  
Google Cloud Gemini Enterprise for Customer Experience – Conversational Agent
- Designed, co-wrote, and edited best practices to improve user experiences with product
  - Wrote 17 instructional documents to clarify processes and train 5 new team members

### Education

- 2023 - 2024     **Technical Writer Certificate**, *Technical Writer HQ*, Online
- 2015 - 2023     **PhD in Linguistics**, *Rutgers University*, New Brunswick, NJ
- Created and adapted content for different audiences and user personas
  - Maintained professional website using HTML, hosted on GitHub
  - Created structured presentations to share work with large audiences, including stakeholders and senior leadership
- 2012 - 2014     **BA in Linguistics**, *University of California Santa Cruz*, Santa Cruz, CA