EILEEN BLUM (she/her)
Conversational AI Technical Writer

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Education

2023 - 2024

Technical Writer Certificate, *Technical Writer HQ*, Online
- Write 4 documents including introduction, concept, setup guide, and best practices to create a knowledge base.

2015 - 2023

PhD in Linguistics, *Rutgers University,* New Brunswick, NJ
- Wrote a research dissertation using Markdown and LaTex on the computation of a speech sound pattern with 100 references. Applied existing methods to analyze a new pattern.
- Wrote two research papers on speech sound patterns with 99 total references. Applied new methods to analyze existing data.
- Created course materials on how to use computer science methods to analyze human language data
- Maintained website using HTML, hosted on Github

2012 - 2014

BA in Linguistics, *University of California Santa Cruz*, Santa Cruz, CA
- Wrote a research paper analyzing a speech sound pattern with 6 references. Applied previous methods to a new language.

Experience

2/2024 - Present

Technical Writer, *DataPiper - Contract*, Remote in New Jersey, USA
Google Contact Center AI – Agent Assist and Insights

- Write for the web and with Markdown, HTML
- Produce technical documentation for a technical audience for enterprise cloud services
- Create and maintain the knowledge base for a new Insights product
- Plan, design, write, and publish over 40 technical documents including customer user journeys, concepts, how-to guides, and API reference documentation for enterprise customers
- Write and publish API documentation and release notes for 12 feature releases
- Create, manage, and submit changes using Cider-V and Critique
- Adhere to Google quality standards and style guides to ensure everyone can access and understand content

Excellent communication and teamwork skills:

- Consult with other technical writers on developmental editing, content strategy, and information architecture
- Collaborate closely with SMEs to maintain quality and accuracy of content
- Work with functional partners to manage and prioritize the technical writing workload

9/2022 - 2/2024

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

- Performed copy and developmental edits for product documentation
- Wrote client-facing DialogflowCX recommendations to improve call containment up to 185%
- Wrote instructions and sample data for 90 conversations to train an Agent Assist LLM
- Annotated and summarized 557 customer service conversations over 6 months for 5 clients

7/2021 - 7/2022

Dialogue Designer, *Tek Systems - Contract*, Remote in New Jersey, USA
Google Contact Center AI –Virtual Agent
- Designed, co-wrote, and edited best practices for Dialogflow CX
- Wrote documentation guide and edited ReadMe for SCRAPI Python library on Github
- Wrote 17 instructional documents to clarify processes and train 5 new team members
- Annotated conversation data to identify virtual agent failures and successes
- Navigate ambiguity, support multiple projects, and meet deadlines in an agile workflow