Levi Pulford

levipulford@gmail.com | LinkedIn | Portfolio

SUMMARY

Data-driven technical communicator leveraging experience with AI and expertise in storytelling, content strategy, and information design. Passionate about collaborating with subject matter experts and translating research into usable, audience-aware media, including manuals, guides, proposals, infographics, slide decks, newsletters, and webinars.

EMPLOYMENT

Generative AI Associate | June 2024 – January 2026
Innodata Inc. | Remote
- Drafted, refined, and annotated content to train large language models through data evaluation, labeling, classification, and rewriting.
- Collaborated cross-functionally with engineers, data scientists, and researchers to resolve ambiguity and improve output consistency.
- Performed additional duties in quality assurance and red-teaming; applied AI-assisted editing methods to improve clarity and reduce errors.

Lecturer | September 2023 - May 2024
University of Massachusetts Amherst | Manning College of Information and Computer Sciences
- Taught a junior-year writing course for CS and informatics majors on social issues in computing.
- Designed and delivered units on data visualization with R, AI ethics, disciplinary research, and industry white papers.
- Built persuasive assignments emphasizing stakeholder analysis and audience-aware communication; increased engagement with real-world applications.
- Contributed to the ACM Computers and Society newsletter.

Writing Associate | October 2022 - May 2024
Amherst College | The Writing Center
- Supported student reading, writing, and public speaking across STEM and liberal arts courses.
- Improved student experiences by collaborating with the Equity & Inclusion Team, surveying 572 unique students across 2,652 appointments for the 2022-2023 academic year.
- Facilitated writing workshops, including the 2024 AI in the Liberal Arts conference.

Graduate Assistant Director of Teacher Training | August 2022 - May 2023
University of Massachusetts Amherst | Writing Program
- Mentored writing instructors, coordinated training materials, and developed templates to standardize writing instruction practices.
- Developed an online toolkit supporting instructors teaching writing in the age of ChatGPT.

Teaching Assistant | Summer 2022 & Summer 2023
Thrive Scholars | Summer Academy at Amherst College
- Co-taught a summer college writing course for high-achieving students from under-resourced communities.
- Developed units on researching higher education, workshopping personal statements, and building literacy and resilience around trauma narratives.

Writing Assessment Specialist | August 2021 - December 2021
University of Texas at Austin | OnRamps
- Evaluated student writing using competency-based rubrics while ensuring scoring alignment through calibration workshops.

Placement Consultant | Summer 2021
UMass Amherst | Writing Program
- Consulted with students, parents, and advisors during the pilot year of Directed Self Placement (DSP); supported program communications and decision support.

Graduate Instructor | Jan 2019 - May 2020
University of Montevallo | Department of English
- Facilitated a practicum for students simultaneously enrolled in college composition; provided weekly 1:1 support on writing strategies and writer identity.
- Developed Canvas modules supporting English-language learners and students with disabilities (accessible instructional design).

Writing Center Graduate Assistant | August 2018 - May 2020
University of Montevallo | Department of English
- Assessed student writing needs; provided tutoring and classroom tutorials.
- Supported daily writing center operations, including scheduling, administrative tasks, and training logistics.
- Organized training workshops and coordinated a conference panel of undergraduate tutors presenting writing center research.

Editorial Assistant and Social Media Lead | August 2021 - December 2021
University of Massachusetts Amherst | Paperbark Magazine
- Contributed to Issue 03 by editing content and collaborating with scientists, designers, and artists.
- Created digital campaigns resulting in twice the number of submissions the following issue.

EDUCATION

Certificate in Professional Technical Writing — *University of Washington*

MFA in Creative Writing (Fiction) — *University of Massachusetts Amherst*

MA in English; BA in English (Honors) — *University of Montevallo*

TOOLS & SKILLS

Content & Design: Microsoft Word, Google Docs, Adobe InDesign, Figma, Canva

Technical & Web: Markdown, HTML, CSS, JSON, XML, GitHub, Obsidian

Data Literacy: R; data visualization fundamentals

RELEVANT PROJECTS

Note-Taking App Usability Report — UX research and presentation delivery for the University of Washington's technical writing certificate

Writing with AI Workshop — facilitation and instructional materials for the AI in the Liberal Arts undergraduate research conference at Amherst College

Data Storytelling Course Pilot & Proposal Abstract — supported course pilot implementation and data collection in a computer science writing classroom; contributed to a proposal abstract for an experience report later published by continuing instructors.

Toolkit for Teaching Writing in the Age of ChatGPT — educator-facing resource design and guidance for the UMass Writing Program