

# Caleb Mills Stewart

Los Angeles, CA

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## Professional Summary

Bilingual AI technology specialist with 14+ years of experience bridging language barriers through innovative training solutions and content localization. Native-level Spanish fluency developed through immersive study abroad experience at University of the Balearic Islands, Spain, combined with extensive background in AI-powered training modules, multilingual customer advocacy, and cross-cultural communication. Proven track record of transforming complex technical content into engaging, culturally sensitive materials that drive adoption across diverse audiences.

## Core Competencies

### Multilingual Expertise

- **Spanish:** Full professional proficiency with cultural immersion experience
- **English:** Native proficiency with strong technical writing capabilities
- Cross-cultural communication and cultural sensitivity

### AI Technology & Training

- AI-powered training module development and implementation
- Content localization for diverse audiences
- Technical documentation and process optimization

### Communication & Analysis

- Strong analytical and organizational skills
- Information resource navigation across multiple languages
- Collaborative technical staff engagement

## Education

**Master of Fine Arts (MFA)** - Acting & Film Directing  
*Academy of Art University*

**Bachelor of Arts (BA)** - Theatre and Spanish  
*University of Texas at Austin*

**University of the Balearic Islands, Spain | 2009-2010**

*Full academic year immersion program developing advanced Spanish proficiency and cultural competency*

## Professional Experience

Program Coordinator, AI Tech | UNFI | Jan 2025 – Present

- **Architected AI-powered training modules** for grocery retail sector, achieving 30% increase in employee engagement through culturally-aware content design
- **Optimized software licenses and subscriptions** with 42% reduction in redundancy through systematic auditing and policy compliance analysis
- **Coordinated multilingual vendor feedback** and alignment initiatives, ensuring clear communication across diverse stakeholder groups
- **Mentored partner administrators** in system adoption, providing training materials adapted for different cultural contexts
- **Rebranded training programs** using story-driven language strategies, transforming "Accelerate Grocery" into "Frontline Fastlane" to improve engagement
- **Created microburst content** by converting 30-minute presentations into 2-minute highlight reels, demonstrating ability to distill complex information for maximum impact

## Retail Technology Consultant | UNFI | May 2024 – Jan 2025

- **Analyzed market needs** and recommended tailored technology investments for maximum ROI across diverse retail environments
- **Connected retailers with AI and analytics tools** to enhance inventory management and customer experience
- **Streamlined workflow automation** including ticket routing and permissions management
- **Delivered actionable reports** on system performance and usage metrics with clear, data-driven insights
- **Facilitated collaborative brainstorms** and established naming conventions to improve system adoption

## Samsung Experience Consultant | 2020 Companies | Jan 2021 – Aug 2024

- **Drove 25% increase in sales productivity** through targeted strategies and customer relationship optimization
- **Improved client retention by 20%** using CRM technologies and data-driven customer success approaches
- **Developed customer success enablement** processes that enhanced long-term client relationships

## Bilingual Customer Advocate | Hulu | 2011 – 2015

- **Responded to client issues across CRM platforms** in both English and Spanish, achieving 90%+ satisfaction within 6 months
- **Created comprehensive training program** for new Spanish-speaking customer service advocates, ensuring quality multilingual support
- **Demonstrated cultural sensitivity** in customer interactions, adapting communication styles for diverse audiences
- **Maintained high-quality multilingual support** during rapid company growth phase

## Educational Technology Program Coordinator | Southern Methodist University | Aug 2015 – Dec 2018

- **Implemented Mursion classroom simulator** technology, boosting training efficiency for 200+ teacher candidates
- **Authored technical troubleshooting guides** that reduced support requests by 15% through clear, accessible documentation
- **Coordinated technology adoption** across diverse educational stakeholder groups

## Digital Video Publisher | Hulu | May 2013 – Aug 2015

- **Ensured 100% compliance** with content delivery schedules across multiple platforms and regions
- **Enhanced video quality and viewer satisfaction by 20%** through systematic quality assurance processes
- **Managed content localization** workflows for diverse audience segments

## Technical Skills

**AI & Data Analysis:** Python, SQL, OpenAI, Anthropic, Azure AI Services

**Content Management:** Adobe Creative Suite, JavaScript, Opus Pro

**CRM & Workflow:** Salesforce, HubSpot, Atlassian, JIRA, Zendesk

**Cloud Infrastructure:** DigitalOcean, Google Cloud, AWS

**Training Platforms:** Axonify, Mursion, custom LMS development

## Key Achievements

- **30% increase in employee engagement** through AI-powered training module implementation
- **42% reduction in software license redundancy** through systematic optimization
- **25% improvement in sales productivity** via targeted customer success strategies
- **20% enhancement in client retention** using data-driven CRM approaches
- **90%+ customer satisfaction** in bilingual support environments
- **15% reduction in support requests** through effective technical documentation

## Why xAI

My unique combination of immersive Spanish language experience, AI technology expertise, and proven track record in multilingual content creation positions me perfectly for xAI's mission. Having lived and studied in Spain, I understand the cultural nuances that go beyond literal translation—essential for training AI systems that truly understand diverse global contexts. My experience transforming complex technical content into engaging, accessible formats directly aligns with the need to curate high-quality multilingual data that ensures accurate language representation and cultural fidelity for Grok's global accessibility.