

Eugene Cheng

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Experience

Jul 23 – Present	Technical Writer Zoox Foster City, CA <ul style="list-style-type: none">- Collaborate with technicians and engineers to create vehicle service and inspection procedures- Perform sitewide audits to ensure released content aligns with style guide and engineering updates- Capture and edit vehicle images using CAD software and Photoshop
Jan 21 – Mar 23	Technical Writer ChargePoint Campbell, CA <ul style="list-style-type: none">- Created documentation for installation, site inspection, and service of EV charging stations- Managed all phases of content development, including research, design, writing, and publication- Collaborated with 8+ SMEs to align delivery schedule with phases in product development lifecycle- Introduced best practices framework to migrate legacy content to HTML5-friendly formats
Mar 20 – Oct 20	Customer Care Content Writer Tonal San Francisco, CA <ul style="list-style-type: none">- Wrote knowledge base articles for internal and external audiences, e.g. how-to, FAQ, troubleshooting- Worked closely with support, marketing, and product teams to plan effective content strategy- Answered support tickets and forum questions to gather user feedback
May 19 – Feb 20	Content Writer Google (via Cognizant) San Jose, CA <ul style="list-style-type: none">- Provided end-to-end content support for content requests on the Google Ads help center portal- Served as Performance pod lead, responsible for product expertise and internal QA- Developed onboarding plan that reduced new-hire training period by 50 percent
Aug 18 – May 19	Content Producer POPeye Media Los Angeles, CA <ul style="list-style-type: none">- Produced sales and marketing collateral (blog articles, social media copy, brand decks, video scripts)- Cultivated and maintained partnerships with artists, media outlets, and other content creators

Education

Sep 14 – Jun 18	University of California, Santa Barbara Political Science B.A. Political Theory Philosophy B.A. Ethics & Public Policy
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Skills

Languages – CSS | HTML | XML

CMS – Adobe FrameMaker | MadCap Flare | Oxygen XML | Salesforce Knowledge | WordPress

Tools – 3DEXperience CATIA | Adobe Photoshop | Arena | Confluence | G Suite | Github | JIRA | MS Office