

# Eugene Cheng

☎ (408) 596-0931 | ✉ cheng.maochun1@gmail.com

🌐 eugenemccheng.github.io |  mao-chun-eugene-cheng

## Education

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Sep 14 – Jun 18	<b>University of California, Santa Barbara</b> Political Science B.A.   Political Theory Philosophy B.A.   Ethics & Public Policy
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## Experience

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Jan 21 – Present	<b>Technical Writer</b> ChargePoint   Campbell, CA <ul style="list-style-type: none"><li>- Create documentation (installation, site design, service) on ChargePoint charging station hardware</li><li>- Collaborate with product and engineering teams to deliver documentation for critical milestones</li><li>- Manage all phases of content development, including research, design, writing, and publication</li></ul>
Mar 20 – Oct 20	<b>Customer Care Content Writer</b> Tonal   San Francisco, CA <ul style="list-style-type: none"><li>- Created knowledge base articles for internal and external audiences on all aspects of Tonal (product tutorials, hardware troubleshooting, installation requirements)</li><li>- Worked closely with support, marketing, and product teams to plan effective content strategy</li><li>- Answered support tickets and forum questions to gather user feedback</li></ul>
May 19 – Feb 20	<b>Content Writer</b> Google (via Cognizant)   San Jose, CA <ul style="list-style-type: none"><li>- Provided end-to-end content support for content requests on the Google Ads help center portal</li><li>- Served as Performance pod lead, responsible for product expertise and internal QA</li><li>- Developed onboarding plan that reduced new-hire training period by 50 percent</li></ul>
Aug 18 – May 19	<b>Content Producer</b> POPeye Media   Los Angeles, CA <ul style="list-style-type: none"><li>- Produced sales and marketing collateral (blog articles, social media copy, brand decks, video scripts)</li><li>- Cultivated and maintained partnerships with artists, media outlets, and other content creators</li><li>- Refined POPeye's content strategy through active participation in online music media communities</li></ul>
Apr 17 – Oct 17	<b>Editorial Intern</b> The Santa Barbara Independent   Santa Barbara, CA <ul style="list-style-type: none"><li>- Wrote weekly article covering local events, human interest topics, and conducting artist interviews</li><li>- Worked with photo and graphic teams to ensure deliverables are met within tight deadlines</li></ul>

## Skills

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**Languages** – CSS | HTML | XML

**CMS** – Adobe FrameMaker | MadCap Flare | Salesforce Knowledge | WordPress

**Tools** – Arena | Asana | Box | Confluence | G Suite | GIMP | JIRA | Lucidchart | Microsoft Office | Trello