

Eugene Cheng

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Experience

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">- Created 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- Refined POPeye's content strategy through active participation in online music media communities
Apr 17 – Oct 17	Editorial Intern The Santa Barbara Independent Santa Barbara, CA <ul style="list-style-type: none">- Wrote weekly article covering local events, human interest topics, and conducting artist interviews- Worked with photo and graphic teams to ensure deliverables are met within tight deadlines

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 | Salesforce Knowledge | WordPress

Tools – Adobe Photoshop | Arena | Asana | Confluence | G Suite | JIRA | Lucidchart | MS Office | Trello | VS Code