Nicholos Palmer

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Dear Hiring Team,

After reading the description for the User Operations Generalist roles, I concluded that I would be a suitable candidate. Having recently completed a certificate in UX Design and a professional course in Usability, I was particularly excited about the position's emphasis on user experience and advocacy.

As a Web Coordinator at Carnegie Endowment, I managed the relationship between users and platforms. In other words, whenever staff needed to surmount a challenge or a pain point, they would come to me for assistance in relation to our email marketing software and CMS.

Here's a case I'd love to share. Carnegie Endowment has been around for a very long time, thanks to Andrew Carnegie! One of the captains of the American Industrial Revolution, Carnegie channeled his wealth into funding peace and diplomacy efforts. In 1910, this effort birthed his namesake organization, the Carnegie Endowment for International Peace. As an organization, Carnegie, has had a few "revolutions" in its publishing operations, which sought to promulgate public policy information.

In the early 1900s, the organization disseminated pamphlets. Towards the mid-1900's came a focus on printed journals and books, a sort of publishing "revolution" for Carnegie. Fast forward to the early 2000s, when websites were still in early development, Carnegie began its next revolution: working on its first content management system, which was completed in 2008.

In short, I am not just showcasing Carnegie's publishing history but highlighting that the same CMS created in 2008 was the same platform we were using in 2023! Not only were staff users finding it difficult to navigate a 2008 CMS, but Carnegie's readership also grew over the years and publishing operations were running on fumes trying to keep up. Enter Carnegie's next revolution: migrating to a new modern CMS.

This is where my technical support experience truly stood out. After I was trained in depth on the new CMS, I was tasked with supporting other staff members and stakeholders on how to work within the new CMS. This involved training sessions, diagnosing and resolving user-reported errors, addressing usability challenges, and creating user-facing documentation such as FAQs and guides.

My takeaways from this experience involved becoming familiar with end-user best practices and instructional design, namely building on existing learning resources.

In conclusion, I would love to bring this experience to Perplexity AI's User Operations team. I enjoy revolutions, and I would love to contribute to Perplexity's mission of revolutionizing the way users discover information.

Thank you for your consideration,

Nick Palmer