

NICHOLAS PALMER

nicholospalmer@gmail.com | 704-414-0302 | portfolio: nicholospalmer.com

Glean
260 Sheridan Ave
Suite 300
Palo Alto, CA 94306

Dear Recruiting Team,

I am excited to apply for Glean's Content Design Internship. My drive to pursue a path in content design was inspired by my introduction to information architecture and user experience principles during my work in government.

From drafting policy papers to collaborating on effective email marketing copy, I have always sought to put my writing proficiency to the test. Consequently, as a web steward at the Town Government of Chapel Hill, I joined the efforts to redesign the Town's website. I learned key Federal Plain Language guidelines and two that stood out to me were "organizing information" and "testing the content".

I recognize that one of the challenges with AI-generated content is maintaining an authentic tone, especially since users are diverse. While AI content presents unique challenges, I learned that one effective method of ensuring authenticity and reducing bias in public-facing content is by collecting user feedback. Observing the methods that the redesign team at the Town of Chapel Hill used to implement its testing process showed me how vital it is to incorporate user input into content design efforts.

This experience piqued my interest in content design as a career. I have always made efforts to step in the field ever since. For example, I took a web design course to become more fundamentally aware of frontend design. In my most recent role, I worked with designers, copywriters, and marketers to sharpen my email copywriting skills and later enrolled in a course focused on usability.

I then completed a certificate in UX Design in which I learned to execute card sorting exercises and moderated user interviews. During a module on chatbots, I was intrigued by my lecturer's experience in designing the conversational UI, microcopy and response libraries of their company's AI virtual assistants. This experience furthered my foundation and interest in generative AI and LLM products.

During this internship, I'm eager to deepen my understanding of how language systems support product strategy and user experience. I look forward to working with content designers and being mentored. I aim to amplify my knowledge of AI technology and to learn about Glean's approaches to building a terminology program. While I've taken meaningful steps toward content design and UX writing, this opportunity would allow me to fully break and immerse myself in these fields.

Thank you for your time and consideration. I would love to connect and discuss further on how I can contribute to Glean's mission of expanding human potential to do extraordinary work.

Sincerely,

Nicholas Palmer