

# Blu Blugold

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## Academic History

**University of Wisconsin-Eau Claire**, Eau Claire, WI: Expected Graduation - May 2026

Bachelor of Arts: English - Rhetorics of Science, Technology, and Culture

Minor: Spanish - Liberal Arts

Certificate: Integrated Strategic Communication

## International Education

**Lorenzo de' Medici Italian International Institute**, Florence, Italy: June 2024 – August 2024

**University of Valladolid**, Valladolid, Spain: January 2023 – May 2023

## Language Skills

Professional Proficiency, Spanish

Basic Proficiency, Italian and French

## Professional Experience

**Technical Writer**, Realityworks

Eau Claire, WI: August 2024 – Present

- Develop documentation for company products based on learning technology process
- Work independently and in a team of three technical writers to complete department projects
- Utilize editing skills to review and improve curriculum needed for products
- Create documentation based on procedure and product control to provide employees and clients with understanding of the assembly procedure

**Member Service Representative**, Central City Credit Union

Marshfield, WI: May 2023 – August 2023

- Provided initial contact to members and responded professionally to concerns utilizing inclusive communication and listening skills to ensure customer satisfaction
- Collaborated with a team of 20 employees to create a system that decreases wait time for members by 9%
- Demonstrated responsibility through accuracy of data entry and maintained a cash drawer of \$10,000

**Office Assistant**, Martin Appraisal Service

Marshfield, WI: May 2022 – August 2022

- Collaborated with appraisers about services provided to accurately bill customers
- Utilized Spanish and English language skills to address customer concerns regarding billing to guarantee satisfaction with service
- Reduced unpaid accounts by 20% by contacting companies with outstanding bills
- Analyzed and updated invoice system to ensure efficient access for employees when locating specific documents

## Leadership Activities

**Outgoing Exchange Team Member**, AIESEC International Organization

Eau Claire, WI: May 2023 – Present

- Help students obtain internships abroad by matching AIESEC members to international programs
- Market the benefits of joining AIESEC to increase awareness of the organization and build connections with international employers

**Student Researcher**, Diversity in the Workplace

Eau Claire, WI: June 2022 – December 2022

- Collected and organized secondary data regarding diversity in the workplace and compiled data into a Microsoft Access database for analysis
- Summarized findings and presented the project at the University of Wisconsin-Eau Claire's Celebration of Excellence in Research and Creative Activity (CERCA)