

Blu Bugold

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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

Advanced 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 product control to enhance client transparency of assembly procedure

Member Service Representative, Central City Credit Union

Marshfield, WI: May 2023 – August 2023

- Utilized active listening skills and inclusive communication to increase customer satisfaction
- Collaborated with a team of 20 employees to create a system that decreases member wait time 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 to maintain strong partnerships while improving the loan review process
- Utilized Spanish and English language skills to address and resolve customer billing concerns
- Reduced unpaid accounts by 20% by contacting companies with outstanding balances
- Analyzed and updated an invoice system to ensure efficient document access for employees

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 AIESEC benefits to increase awareness and build connections with international employers

Student Researcher, Diversity in the Workplace

Eau Claire, WI: June 2022 – December 2022

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