# Spanish-Language Storyteller (Tech Writer and Interviewer)

# \*\*\*\*For Spanish-language applicants; please write your response in Spanish and submit your completed test [here.](https://form.jotform.com/241645222115143)

# About technical writing at Elite

At Elite, we regularly tackle different types of content, and we love writers who are comfortable dealing with stylistically varied genres—but we also have places for those who excel at a particular kind of writing.

**Responsibilities**

* + Write case studies and blogs for a technology client based on stakeholder interviews and written assets.
	+ Follow the *Chicago Manual of Style*, 18th edition, with exceptions for the technology client’s unique style guidelines.
	+ Incorporate changes to drafts based on stakeholder feedback.
	+ Collaborate with a large team to circulate new knowledge and keep process guides up to date.

**Skills and qualities**

* + You have excellent communication skills.
	+ You can keep up with detailed and evolving style guidance.
	+ You accept feedback cheerfully.
	+ You can learn and apply in-depth processes.
	+ You have an intermediate knowledge of MS Word, including using comments and track changes.
	+ You have background knowledge of or interest in technology or computer science (helpful but not required).

**Time commitment**

There is no set time commitment; however, the ideal candidate will be interested in devoting 15 hours or more per week to projects they accept.

**Deliverables**

Deliverables include 1- and 2-page customer-reference case studies, technical blog posts, assets for social channels, and various add-ons like PowerPoint presentations.

Technical Writing Test

CloudSkye Customer Stories: Atlas Law

**INSTRUCTIONS AND WRITER GUIDELINES**

You will be writing a 400–500-word customer reference story for a fictitious client (“CloudSkye”) about how a customer (“Atlas Law”) used CloudSkye’s technology solutions.

* Review the provided **Atlas Law Quotes** and the **Atlas Law Guidance/Ideation** for this study.
* Look over the **CloudSkye Company Background**, **CloudSkye Service Descriptions**, **CloudSkye Style Sheet**, and the **Sample Case Study: AngelDoc** (an example of a customer reference story about a different CloudSkye customer).
* Find the story: Discuss the challenge Atlas Law faced and how it overcame that challenge using cutting-edge technology from CloudSkye. Start with a compelling, concise intro, then introduce the customer and its challenge. Explain how CloudSkye was a solution to the challenge and highlight the benefits that Atlas Law has received as a result of the CloudSkye solution. Link the tech to the benefits and the real-world implications (the human aspects of the story). However, avoid portraying CloudSkye as the “hero”; instead, highlight Atlas Law and what it was able to achieve. Close with a compelling quote.
* Identify relevant quotes from the interviewees and incorporate throughout. Please edit the quotes for grammar and CloudSkye style, but don’t change the meaning or tone.
* Describe how Atlas Law used CloudSkye services to build a solution. Avoid creating a “laundry list” of the services; instead, use a combination of quotes and the **CloudSkye Service Descriptions** to create a succinct, cohesive explanation.
* When introducing CloudSkye services, use the full name on first mention and define them with language from the **CloudSkye Service Descriptions**. See **Sample Case Study: AngelDoc** for an example as to how this is done.
* Add client- or customer-facing queries when necessary to ask for more information that would make the case study more interesting.
* In the **Writing Test** at the end of this document, write a short title and a story of 400–500 words summarizing how Atlas Law used CloudSkye to improve its business and make an impact. Character count should be no more than 20% above the stated limit.
* When you’ve completed this test, please [**click here**](https://form.jotform.com/241645222115143)for a submission link.
* Once you’ve opened the submission link, answer the questions on the upload form, attach *all* completed tests, and then hit “Submit.”

**CLOUDSKYE STYLE SHEET**

1. **Use the *Chicago Manual of Style*, 18th edition (*CMoS*).** Follow *CMoS* for grammar, punctuation, capitalization, hyphenation, etc. Chapter 6 of *CMoS* discusses commas, and Chapter 8 covers capitalization. Check out *CMoS* 7.89 for hyphenation rules.
2. **Use *Merriam-Webster* (*M-W*).** Refer to *M-W* (www.m-w.com) for spelling, using only first-listed spelling variants (e.g., *leaped*, not *leapt*). Also be sure to use spell check.

**Use the following “CloudSkye style” Numbers**

* Use *CMoS*’s alternative rule for numerals (*CMoS* 9.3). That is, in general, spell out whole numbers zero through nine. Use numerals for 10 and up. (See also *CMoS* 9.4 and 9.7.)
	+ 1. Use numerals for all units of measurement, even time (e.g., *2 minutes*), as well as for all percentages. Use *percent*, not *%*, except in titles.

**Acronyms and abbreviations** Terms that *M-W* classifies as abbreviations should be spelled out on first mention, followed by the acronym/abbreviation in parentheses.

* + 1. If M-W classifies the term as a noun, it does not need to be spelled out.
		2. If a term is used only 1–3 times, use the spelled-out term instead.

**Quotes**

* + 1. Edit quotes as needed for grammar and “CloudSkye” style.
		2. Use the person’s full name on first mention in the case study body. On subsequent mentions, use surname only. Job titles should be lowercase.

**Global English**

* + 1. Avoid words with ambiguous meanings. For example, use *as*, *since*, and *while* only in reference to time, not to mean *because* or *although*.
		2. Include relative pronouns (e.g., *that*)—even when technically unnecessary—for ease of translation.

**Jargon (Do not use the words on the left: if you see these words, edit them!)**

* Leverage → say *use*
	+ 1. Platform → say *solution*, *offering*
		2. Utilize → say *use*

**Sensitive or problematic terms (Do not use the words on the left: if you see these words, edit them!)**

* + 1. Enable → say *facilitate*, *help*, *let*, etc.
		2. Execute → say *run*, *implement*, etc.
		3. Ensure → say *help*, *provide*, *deliver*, etc.

**CLOUDSKYE COMPANY BACKGROUND**

CloudSkye Technology Solutions (CloudSkye) is one of the world’s most popular cloud platforms, offering more than 125 fully featured services from data centers located around the world. Hundreds of thousands of customers support their business through the increased scalability and availability that using CloudSkye provides.

CloudSkye seeks to share stories of how companies around the world have used CloudSkye services successfully to improve their business and, more importantly, better serve their customers (end users). That’s where Elite Editing comes in: Our job is to write these stories, which should act as road maps for potential CloudSkye customers shopping for a tech solution, showing them exactly how other companies used CloudSkye services and what they achieved.

The technical details are important but so is the human element. Stories should mention the problem a company was having and then dive into the CloudSkye services used to solve it. Describe, the process of implementing the CloudSkye services and the benefits realized—both for the company (e.g., cost savings, staff productivity) and specific people or teams who were impacted. CloudSkye will provide us with materials to help us do this, the main piece of which is a transcript of an interview with a representative from the CloudSkye customer.

**CLOUDSKYE SERVICE DESCRIPTIONS**

**CloudSkye Carnelian** - Developers can build, train, and deploy ML models at scale or select pretrained ML models that can be deployed as-is.

**CloudSkye JadeStore (CloudSkye JS)** - Provides storage for objects and large amounts of unstructured data through a web service interface with high performance and availability.

**CloudSkye Obsidian** - A suite of modern developer services.

**CloudSkye Onyx** - Extracts text, handwriting, tables, and data from documents automatically and accurately.

**CloudSkye Proteus Tools** - A suite of apps and services that provides a rapid development environment so businesses can build custom apps to meet business needs.

**CloudSkye SapphireAI** - Provides access to cutting-edge foundation models from CloudSkye and third-party providers.

**Atlas Law GUIDANCE/IDEATION**

**Basic premise**

Atlas Law, a 150-year-old “white shoe” law firm, is leading the legal industry with technological advancements, particularly in AI and generative AI. It is deploying an AI-powered solution that uses CloudSkye services to help its clients, staff, and attorneys, which increases operational efficiency, reduces administrative and nonbillable hours, and provides both cost savings and revenue enhancement to the firm.

The firm is methodically and safely deploying generative AI solutions to its attorneys and staff to efficiently, securely, and accurately create responses to RFPs for clients. Its solution is providing a model for how law firms can not only deploy generative AI but also use it to transform business models and find solutions for everyday tasks.

**About Atlas Law**

Atlas Law was founded in 1873 as a local law firm in Boston, Massachusetts, and it has since expanded to include over 600 lawyers in 12 US cities. It specializes in litigation, transactions, and regulatory compliance. It prides itself on innovation, inclusion, and delivering high-value solutions.

**ATLAS LAW CUSTOMER QUOTES FROM CUSTOMER INTERVIEW**

**Barley, Clara**
I’m Clara Barley, Director of Technology here at the Atlas Law.

 **Weller, Sam**
My name is Sam Weller, Manager of Technology and Innovation at Atlas.

**Barley, Clara**
The firm tries to foster a dynamic culture of innovation in the tools that we offer. We also are very focused on client value. We wanted to make sure just overall that we were using AI in way that allowed our data and our clients’ data to remain confidential and protected. And CloudSkye has proven to be a trusted partner to help us build out our own internal tools using AI with this in mind.

 **Weller, Sam**
Our vision was to modernize legal operations with cloud-based solutions about 3 years ago, but the technology just wasn’t there yet. So, we started looking into AI when it first came on the scene.

 **Barley, Clara**
This has really given us an advantage over other firms because we, I think 2 things: We jumped on AI when it became available and we partnered with CloudSkye. And so then, our lawyers had this list of practical use cases where we could start to use AI. CloudSkye helped us determine what things on that list we could do quickly but that would have the most impact, the biggest bang for our buck.
 **Weller, Sam**
And really this took both companies together to go through what the technology was able to solve for. When looking at where we could get the biggest ROI out of doing this, we said, let’s start here, with responses to RFPs. Working with CloudSkye to get these AI tools up and running, it was about 3 months that we were able to streamline the RFP process. So, what we started 3 years ago, took us only 3 months to implement using CloudSkye services.

 **Barley, Clara**

So then with AI, you know, we used AI to create Atlas Catalog, which we affectionately call “Cat.” We have been using it for 6 months now. It’s for a large-scale document repository search and chat. So that allows us to take in large volumes of documents, up to 2,000 at a time, and then give that to a lawyer or a client to easily find information.

CloudSkye helped us create data lakes that are stored in CloudSkye JS, and then we use Onyx to retrieve it. But then once they’ve located the documents they want to search with, from there they can chat with it, in natural language and with common terms, using SapphireAI’s resources.
So what we were able to do is gather all those documents and tag them appropriately: by author, by year, location, and by practice area. Then we load those documents. We ingested them into Atlas Catalog and then give them the mechanism where they can locate the documents.

**Barley, Clara**

So not just SapphireAI, but also, you know, the more proprietary models being driven by Onyx. The stack includes just about everything, but one of the most important components of it, because we’re a low-code shop, is the Proteus Tools.

But yeah, Proteus Tools, Obsidian, and SapphireAI services. So CloudSkye’s cognitive services, and it’s actually got machine learning built into the solution as well. We use CloudSkye Carnelian for that.

**Weller, Sam**

The firm was, you know, on prem, but we were moving to fabric. So some of what CloudSkye helped do was move us into the fabric world and prep our data for the types of use cases we needed to solve for.

We had all these planning sessions around how we were going to become an AI organization. And we started with deploying AI foundational services with Proteus Tools. Using CloudSkye, we built out the core in phase one.

In phase two, we turned to operationalizing these core services that we had built out.

So, you know, integrated AI models for the functions that we built around the rag pattern for building new indexes and searching those indexes.

And then phase three, we built the custom solutions around those foundational services.

So full production rollout was phase three, and we tested it on a large integration. We’ve done large RFP responses on a timely basis. So basically, we had the train tracks built right before the train was coming down the road.

 **Barley, Clara**

Each catalog bin is custom and siloed. So, we are still conscious of security. So, the IP group maybe doesn’t necessarily want the whole firm seeing all their responses. They’re the only ones that have access. Same thing for marketing and so on.

**Weller, Sam**

This is an experiential repository, and we don’t have to start to create a unique response to an RFP from scratch every time, but we can leverage what we already have in our system. And there’s a lot. Our firm dates back to almost the American Civil War. So, people are seeing the advantage of going through the process and not necessarily trying to do it on their own. It’s a huge productivity saver and efficiency gain as well.

 **Barley, Clara**
And we’re seeing better proposals go out the door faster. We can look at those winning responses and say let’s replicate what we did here. That is getting us new business. People don’t have to spend the time going back to, you know, research and then recraft that themselves.They can spend time doingmore valuable things.

 **Weller, Sam**
Yeah, they got rid of the minutiae. And before, they were spending significantly more time, attorneys and partners, trying to do the research to write the proposal. It’s a 60% reduction approximately in research time, right.

 **Barley, Clara**
One of our core principles is the culture of innovation and using the AI tools produces better results for complex litigation where there could be 850, 1,000, 1,000,000 documents where normally you would have a team of 15 contract attorneys in a room for several months. We found that using AI, it was done more quickly with a higher recall rate.

 **Weller, Sam**
With Cat, attorneys aren’t starting with nothing. They can easily create similar requests. For example, if we get an RFP from an environmental company in California, you could select what it was related to. You input *environment* as a category. You can select specific years and then type in “California clean energy.” And then the AI would search for all the documents where California clean energy came up in those years. When those hundreds of documents come through, you can pull what’s useful. Or you can say, please use these documents to create a new proposal, and it’ll take that information and create a new thing based on your request.The searching is really where they’re seeing that 60% time savings because they just didn’t know where anything was before.

 **Barley, Clara**
It’s a reduction in nonbillable hours where we see the most value because attorneys can’t bill for trying to find an RFP. They can bill for writing the proposal, right. But if they spent an hour and a half going through 14 different folders and asking 7 associates where the file is, that’s our fault for not knowing where the file is. We can’t bill an hour and a half for that.

**Barley, Clara**
And so because this is letting individual attorneys do things quicker, profitability is going to go up for the whole firm because now they don’t have unplanned losses and things like that. We estimated that using Cat is saving the firm $2 million annually. So it’s definitely a profitability booster.

 **Weller, Sam**
At the at the end of the day, the legal industry is fundamentally changing. It used to be all about hourly charges. Now it’s all about alternative fee arrangements and these proposals. So, this is very central to how a firm like Atlas Law is going to be profitable going forward. Now our attorneys are spending less of the firm’s money to bring in more dollars while proposals are going out more quickly and winning new business. And our partners are getting home for dinner more often. It’s a win on all fronts. **Weller, Sam**

And Atlas’s success proves that even in regulated industries, CloudSkye’s AI can be applied to document-intensive environments and really makes an achievable and impactful result. Between Atlas and CloudSkye, what we’ve built is the foundation and really some use cases that are future ready. We’re empowered to scale AI across the entire enterprise.

**Barley, Clara**
I see that as just the next natural progression of being able to streamline our lawyers work again, reducing write offs, reducing nonbillable hours even more, and using it for things like making dinner reservations or travel. So just for very practical business use cases to make lives easier for lawyers and staff.We turn to our trusted partners at CloudSkye to make this happen. We’re looking for them to teach us how to fish.

(End of transcript)

\*\*\* For test-takers: Please check out the example case study, AngelDoc, below before beginning your writing. \*\*\*

**SAMPLE CASE STUDY: ANGELDOC**

**AngelDoc Improves Patient Satisfaction by 50% Using CloudSkye Peridot**

Traditional healthcare involves patients journeying to hospitals, enduring extended wait times, and incurring extra costs such as transportation. AngelDoc, founded in 2012, aims to improve and simplify access to healthcare and patient services in New York. The company connects over 15 million monthly active users with 15,000 doctors and 800 certified partner pharmacies through its mobile and web application. The app makes it possible for its users across New York state to purchase medicine and facilitates telehealth appointments.

**Meeting the Need for Remote Healthcare**

AngelDoc launched on the CloudSkye Technology Solutions cloud to build and manage its solution. “CloudSkye is a vital part of our business,” says Abby Chandler, president of cloud infrastructure at AngelDoc. “We’ve adopted many managed services and have set up these services to scale on demand.”

Scaling and user experience were increasingly important to AngelDoc as the business grew. As the number of active users increased over the years alongside a growing demand for healthcare services in New York, AngelDoc experienced a spike in traffic to its app, leading to rapid increases in data processing and storage.

**Delivering Data Queries in Near-Real Time**

In 2021, AngelDoc migrated its data to CloudSkye JadeStore (CloudSkye JS), a storage service offering high performance and availability, to establish a single source of truth across the organization. Using CloudSkye Moonstone helps AngelDoc’s data science team to retrieve data in real time to perform analytics and deliver queries in seconds.

“We faced a challenge in dealing with data,” Chandler says. “During our brainstorming meetings, CloudSkye solutions experts explained the different technologies available and best practices for our business to follow.”

**Building Data Pipelines in 3 Hours and Improving Patient Satisfaction by 50%**

With the data lake on CloudSkye, creating data pipelines now takes 3 hours instead of 3 weeks. AngelDoc only requires five data engineers to build and manage the entire pipeline of data services. Using managed services on CloudSkye, the business has reduced its storage costs by over 80 percent. “By using managed services from CloudSkye to run our data lake, we don’t have to focus on infrastructure,” says Chandler. “This lets us focus entirely on building the data pipelines, resulting in substantial savings in both cost and time.”

Being able to use data is key to continually improving the AngelDoc user experience. For serverless data integration, AngelDoc uses CloudSkye Peridot, which lets developers load streams into warehouses and analytics services. As a result, the app can identify users’ healthcare provider preference for subsequent visits. This high level of personalization leads to 50 percent higher satisfaction, repeat visits, and greater revenue potential for the company.

The insights gained from the analytics also help AngelDoc’s partners perform more efficiently. By analyzing data from pharmacy deliveries, AngelDoc can support its various logistic partners by locating the nearest delivery destinations in near-real time.

**Expanding the use of ML to Drive Efficiency**

In the future, AngelDoc plans to use CloudSkye Carnelian so developers can run machine learning (ML) applications and distributed data processing jobs using open-source framework. Using CloudSkye Carnelian will help AngelDoc achieve further growth across New York. The company also plans to expand its use of ML and AI to help create patient charts to further reduce wait times and increase the quality of time doctors spend with patients.

“We’ve scaled from zero to several hundreds of thousands of users in a short period of time,” says Chandler. “Using CloudSkye has made it possible for us to become more data-driven, helping us to provide a fabulous user experience.”

**WRITING TEST**

**Title (about 80 characters, including spaces):**

**Story Copy (400–500 words):**