

# Erin Douglass

Eugene, OR • [erin@erindouglass.com](mailto:erin@erindouglass.com) • [www.linkedin.com/in/erin-douglass-3rdchapter](http://www.linkedin.com/in/erin-douglass-3rdchapter)

## A Passionate, Practiced Storyteller

What I love: excavating, shaping and sharing tales from yesterday through today.

What I bring: a compassionate, curious interviewing style dedicated to helping subjects shine; a reader-focused communications approach based on clarity, transparency and diversity.

- Energetic, inclusive storytelling
- Oral histories, video profiles, Q&As
- Script development, archival research, clip curation, transcripts
- Polished writing, editing

## Recent Experience

ERIN DOUGLASS CONSULTING, LLC. — Eugene, OR

October 2020 to present

*Content Strategist, Storyteller, Interviewer, Writer*

- Develop effective, story-based content strategies fueled by authenticity, warmth and curiosity.
- Conduct interviews in live and recorded sessions.
- Craft dynamic articles, posts, reviews, videos and more for clients in media, finance and publishing.

THE CHRISTIAN SCIENCE MONITOR — remote

November 2020 to present

*Contributing Reviewer*

- Write monthly long- and short-form reviews, author Q&As for international publication's Books section.
  - > Published 22 by-lined reviews, 68 mini reviews (as of 7/1/23)
  - > Approx. 20 reviews quoted on Bookshop.org, 5 blurbed on book covers/in front matter

THE CAPITAL GROUP COMPANIES, INC. — remote

October 2020 to October 2022

*Oral Historian*

- Developed and implemented content strategy for global asset management firm's Corporate Archives.
- Strategized, built and operationalized oral history video program in partnership with Department Head.
- Co-led all aspects of oral history program: research, question development, interviewing, clip curation.
  - > Filmed 15 oral histories (a mix of in-person and virtual sessions) in 2021-22
  - > Captured 17,700 views (10,000 reader base), 1,270 likes, 257 comments on 8 features in 2021

*Senior Communications Consultant*

- Supported content strategy for firm's intranet news feed.
- Wrote business, history and culture articles; developed video-based stories for global audience.
- Brainstormed and executed 90th anniversary comm plan: interviews, photo galleries, digital exhibit.
  - > Published 70 by-lined articles; served as backup editor/QA for daily posts

THE CAPITAL GROUP COMPANIES, INC. — Los Angeles, CA

November 2012 to July 2020

*Corporate Communications Senior Manager, Corporate Communications Manager, Senior Writer*

- Served as chief storyteller for organization's internal news program with eye to long-term strategy.
- Managed team of Communications and Engagement Specialists; mentored associates in/outside team.
- Partnered with Corporate Archives to stage in-person and virtual exhibits; highlighted collection gems.
- Created and managed fast-moving editorial calendar of daily articles and posts.
- Conducted research, interviewed SMEs to develop stories ranging in topic, complexity and format.
- Ensured content/imagery represented firm's diversity and adhered to corporate style guide and brand.
  - > Planned, developed and wrote roughly 70-75 articles per year.
  - > Edited, reviewed and finalized 450 items annually from idea stage through go-live.
  - > Oversaw and trained volunteer group of 60 news reporters from global offices.

Bachelor of Arts degree in Language, Culture and Gender from Pomona College; graduated cum laude