Andrew Yu

Lead Technical Writer at Salesforce. Director of AI Enablement at Claude Dojo.

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TEACHING

Claude Dojo two-day intensive — Jul 2026, about 70 people

- Co-taught a two-day hands-on Claude Code intensive to about 70 attendees, technical and non-technical

Claude Dojo curriculum — 49 lessons, 46 videos

- Co-authored the Claude Dojo curriculum, 49 lessons with labs and prompts, and 46 lesson videos

Mental Models for Decision Making, Workshop — 200+ attendees

- Gave my workshop, Mental Models for Decision Making, to more than 200 conference attendees

Lightning talks — Splunk 2022, Salesforce now

- Presented "The Limitations of Language" at Splunk in 2022, and give lightning talks at Salesforce now
- Train Salesforce coworkers to work with AI

LeCun, Lewis, and the Limits of Language, Essay — LinkedIn

- Published an essay on why language models hallucinate, grown out of the Splunk talk

EXPERIENCE

Salesforce, Lead Technical Writer — Jul 2026 to present

- Joined 3-person innovation team shipping quickstarts, starter kits, agent skills, and demos for developers
- Proposed ownership model for agent skills: docs as the source, evals run with and without the docs as the proof
- Write evals and agentic workflows, and work on AI strategy and role transformation for my organization

Claude Dojo, a nonprofit, Director of AI Enablement — 2026 to present

- Direct AI enablement; with the other instructors, taught 103 people to build with Claude Code

Pinecone, Technical Writer (Contract) — Feb 2026 to Jul 2026

- Created four-condition eval of coding agents on 15 tasks; curated docs took the small model from 11% to 89%
- Set up AI-assisted workflow that drafts docs PRs from code changes
- Collaborated with engineers, product managers, and other writers on PR-based reviews, verifying code samples

Splunk, Manager, Content Strategy and Knowledge Management — May 2024 to Jan 2026

- Led team of 6 technical writers across time zones in Agile sprints for engineering, product, and UX partners
- Introduced GitHub PR workflow and a shared AI prompt library across engineering teams
- Coached junior writers and gave feedback on engineer drafts for clarity, style, and structure

Splunk, Senior Staff Technical Writer — Sep 2020 to May 2024

- Moved docs to docs-as-code (Markdown, Git, CI/CD), increasing deployment frequency by 30%
- Analyzed support tickets to redesign Developer Portal information architecture, reducing tickets by 20%
- Produced Data Management onboarding guides for new developers

Workday — Apr 2015 to Sep 2020

- Developed content systems for 10,000+ users across Student Financials, a regulated product domain

PROJECTS

SAGE (Selection Agent with Guided Explanations)

Hackathon People's Choice Award | Figma Make, Pinecone, Veo 3

- Prototyped RAG agent that surfaces in-product docs at friction points and cites its sources for checking

DocOps Governance Workbench — Automated Copy Compliance Tool | Python, LangChain

- Wired MCP and retrieval checks into a prototype that tests docs against the live API spec and style guide
- Automated style and compliance scans in builds, cutting review time 40%

QuickRamp — 0-to-1 Healthcare SaaS | Next.js, Claude API, Pinecone

- Co-founded clinic onboarding tool that writes day-by-day plans from each clinic's own SOPs through retrieval

Automated YouTube Shorts Pipeline

Video to vertical shorts | Python, PyTorch, FFmpeg, Claude API

- Combined PyTorch MTCNN face tracking and Silero VAD into ML pipeline for automated content extraction

SKILLS

Claude Platform	Claude API, Tool Use, MCP, Agent SDK, Claude Code Skills, RAG, Evaluation Frameworks
AI coding tools	Claude Code daily, Cursor, Codex. Languages, AI-assisted: Python, TypeScript, React, SQL
Enablement	Hands-On Labs, Live Training, Curriculum Design, Demo Environments

EDUCATION

University of California, Berkeley, B.A. English — 2012 to 2014

Product Management Specialization (Darden). Databricks certification.