Priscilla Lee

Senior Technical Writer | Manufacturing & Compliance Documentation | AI-Assisted Content Development

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Professional Summary

Senior Technical Writer with 9+ years at Google and 20+ years total experience across Google, Oracle, and Teradyne, specializing in manufacturing documentation, compliance specifications, and AI-assisted content development. Delivered transformative documentation programs across supply chain systems, data center infrastructure, PLM platforms, and enterprise software. Expert in documentation governance, release lifecycle management, and authoring enforceable specifications aligned with global standards. Holds Construction Specifications Institute (CSI) Triple Crown certifications: CDT (Construction Documents Technologist), CCS (Certified Construction Specifier), and CCCA (Certified Construction Contract Administrator)—a distinction held by fewer than 1% of CSI's 7,000+ members (architects, engineers, contractors, and specification experts), affirming deep expertise in standards and compliance governance. Nationally recognized poet published in *Ploughshares* (<1% acceptance) and *The Kenyon Review* (~1.3% acceptance), demonstrating mastery of precision and audience awareness essential to high-stakes documentation.

Core Competencies

Manufacturing & Process Documentation • Compliance & Regulatory Documentation • AI-Assisted Content Strategy • Documentation Governance & Release Management • Technical Specifications & Standards • Cross-Functional Collaboration • Subject Matter Expertise Development • Knowledge Management Systems

Technical Proficiency

AI/Generative AI: Gemini, ChatGPT, Claude, Grok

Tools & Systems: Google Workspace, Agile PLM, AODocs, Adobe FrameMaker, Adobe Acrobat DC Pro, Articulate Storyline, Snagit,

Lucidchart, Microsoft Office, SVN **Platforms:** macOS, Linux, Windows

Professional Experience

Technical Writer - Google Infrastructure Supply Chain Systems

Google (via Tezerakt) | Jul 2023 - Dec 2025 (contract ending)

- Leveraged advanced AI prompting techniques (Gemini) to accelerate drafting and review cycles for manufacturing and compliance documentation, cutting turnaround times while maintaining 95%+ accuracy for critical specifications
- Standardized manufacturing quality data by architecting and publishing five mandatory technical specifications, ensuring 95%+ accuracy for critical performance measurements, test symptom labels, and system traceability keys across all test steps
- Documented end-to-end manufacturing and quality-control workflows including design for testability (DFT), flying probe (FP), in-circuit testing (ICT), IEEE 1149.1 boundary-scan (JTAG), and automated inspection systems
- Synthesized contract manufacturer work instructions, engineering documents, and CAD drawings to author Stonehenge-Mackback Rack SOPs (generic and detailed); issued targeted technical memos to resolve assembly discrepancies
- Co-developed and implemented process guides, style guides, templates, and training materials that standardized documentation across PLaTO, GHOR, and GME, ensuring MVP compliance and cross-organizational consistency
- Managed end-to-end documentation release lifecycle from intake to publication, coordinating multi-stage reviews and directing official releases in PLM
- Defined data fields and system specifications for traceability system, coordinating partner data submissions to reach 80%+ completeness and 95%+ accuracy, preventing installation and shipment delays

Technical Writer - Google Data Centers

Google (FTE and via multiple vendors) | Aug 2018 - Mar 2023

- Awarded Google Peer Bonus for coordination on high-priority P0 Engineering Bulletin
- Awarded CBRE Hoogler Award for outstanding contributions to technical writing and governance
- Edited and standardized 350+ specifications across EMEA and U.S. projects, enforcing structure, terminology, and global consistency aligned with Owner Program Requirements (OPRs) and CSI SectionFormat
- Led Delegated Design initiative, creating and revising Section 01 35 73 Delegated Design Procedures to align legal and contractual requirements with engineering practice; analyzed 345+ specifications to identify delegated-design cases, authored compliant text, and developed templates adopted by senior engineers to reduce liability
- Architected comprehensive revision of Division 01 (General Requirements), establishing charters and timelines; authored prescriptive language that clarified contractor roles, ensured enforceability, and blocked unapproved substitutions
- Restructured library of ~2,600 engineering documents into standardized templates and controlled workflows, improving accessibility, searchability, and version control
- Authored and revised 122 SOPs, MOPs, and EOPs; developed 140+ commissioning checklists and QC templates, standardizing handoffs and reducing rework during builds

- Provided quality oversight by technically editing 124+ high-priority OPRs, specifications, and design narratives under tight deadlines
- Resolved 200+ documentation defects and logged 34 documentation bugs, mitigating risks of cost overruns and schedule delays

Technical Writer - Google Assistant

Google (via Infobahn Softworld) | Jan 2018 - Jun 2018

- Created and managed documentation for Google Assistant conversational AI platform, supporting cross-functional teams including QA, product, and operations under aggressive release cycles
- Developed comprehensive Geppetto CMS guide for conversational AI experiences, covering content creation, editing, tagging, and publishing workflows
- Documented Assistant Debugger web-based tool, enabling teams to simulate and resolve model-driven behavior in controlled testing environments
- Authored troubleshooting procedures and integration guides to enable efficient testing and analysis of Google Assistant behavior across devices

Technical Writer - Google Data Centers

Google (via Akorbi) | Jun 2016 - Dec 2017

- Cleared global procedures backlog, restoring compliance and operational readiness, ensuring timely access to critical documentation across international data centers
- Developed and edited 119+ training modules for Data Center Academy, including operational qualifications and Qualified Electrical Worker (QEW) Level III content (medium-voltage systems, PPE, LOTO, safety protocols)
- Developed e-learning modules with Articulate Storyline to strengthen technician training and global onboarding

Senior Technical Writer - Oracle Identity & Access Management

Oracle Corporation | May 2008 – Sep 2015

- Authored Administrator's Guides, Integration Guides, and release notes across Oracle Adaptive Access Manager (OAAM),
 Oracle Entitlements Server (OES), Oracle Access Manager (OAM), and Oracle Identity Management (IDM) suite
- Produced detailed administration and operations content covering environment setup, CLI usage, encryption and credential management, fraud monitoring dashboards, and case management workflows
- Prepared 300+-page Integration Guide for FrameMaker-to-DITA conversion under tight deadlines, enabling future modular publishing and reuse
- Initiated weekly customer-focused FAQ meetings with development, product management, and support teams, addressing
 documentation gaps and improving user adoption
- Installed and configured Oracle Fusion Middleware to validate documentation accuracy against real-world workflows
- Documented API and schema references including Java APIs, SOAP integration, and policy management syntax

Senior Technical Writer - Oracle Enterprise Manager

Oracle Corporation | Nov 1996 - Apr 2003

- **Earned Oracle Performance Bonus** for identifying major critical flaw during pre-release testing, preventing costly delays
- Authored core Enterprise Manager documentation including Concepts, Configuration, and Administrator's Guides, providing architecture overview, installation procedures, and backup/recovery guidance for distributed IT management
- Tested processes hands-on while authoring installation and configuration documentation, identifying defects and preventing release issues

Technical Writer - Semiconductor Test Equipment

Teradvne Inc | Sep 1989 - Nov 1996

- Updated documentation to align with ISO 9000 and partnered with safety specialists to secure CE certification for Z1800-series testers, integrating European safety and emissions requirements
- Documented diagnostic workflows and troubleshooting procedures including self-tests, error-message interpretation, and board-level fault isolation, improving uptime and reducing service calls
- Mentored and trained contract technical writers; established templates and style guides that improved consistency and accelerated manual production

Education

Bachelor of Arts, English | University of California, Berkeley

Awards, Credentials, and Recognition

Professional Recognition:

- CBRE Hoogler Award for technical writing excellence at Google Data Centers
- Google Peer Bonus for high-priority P0 Engineering Bulletin coordination
- Oracle Performance Bonus for pre-release flaw prevention

CSI Triple Crown Certifications (held by fewer than 1% of CSI's 7,000+ members):

- CDT (Construction Documents Technologist)
- CCS (Certified Construction Specifier)
- CCCA (Certified Construction Contract Administrator)

CSI Leadership:

- CSI Board Chair's Plaque for advancing industry standards, leading national CDT study sessions, and creating a Brainscape study system adopted nationwide
- Profiled in *The Construction Specifier* (2020, 2023) and *CSI Weekly Newsletter*, publications with a combined reach of 68,000+, highlighting national leadership in compliance and standards

Literary Recognition:

- Published *Wishbone* (Heyday Press), a title selected by the Academy of American Poets Poetry Book Club with national promotion through *Poets & Writers*, Small Press Distribution, and the California Arts Council
- Poetry Book Award (Association for Asian American Studies)
- James D. Phelan Literary Award (San Francisco Foundation)
- Emily Chamberlain Cook Prize in Poetry (University of California, Berkeley)
- Featured in *Between Paradise & Earth: Eve Poems* alongside Pulitzer Prize winners Toni Morrison, Rita Dove, and Lucille Clifton
- Published in *Ploughshares* (<1% acceptance), *The Kenyon Review* (~1.3% acceptance), and *ZYZZYVA* (~4.7% acceptance), reflecting exceptional selectivity and national recognition
- International recognition: work translated and published in *Lyrikvännen*, Sweden's leading poetry journal
- Featured on the Poetry Foundation website, affirming national literary stature

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