

Priscilla Lee

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Professional Summary

Senior Technical Writer with more than 20 years of experience producing high-impact documentation across enterprise software, supply chain and product lifecycle management (PLM) systems, and data centers. Skilled in transforming complex technical information into accessible, accurate, and user-focused content. Recognized for developing scalable documentation strategies, streamlining compliance-driven specifications, and enabling adoption of large-scale programs.

Collaborates effectively with engineering, product, manufacturing, and compliance stakeholders. Demonstrated success at Google, Oracle, and Teradyne in improving operational clarity, driving user adoption, and advancing documentation governance.

CSI “Triple Crown” certifications (CDT, CCS, CCCA), earned by fewer than one percent of the Construction Specifications Institute’s 7,000-plus members of architects, engineers, contractors, and specification experts, validate mastery of documentation standards, compliance practices, and governance. This recognition affirms advanced expertise in technical and regulatory environments, underscoring credibility in the most complex and compliance-driven domains.

A nationally recognized poetry career demonstrates mastery of clarity, precision, and language at the highest level. This distinction affirms the ability to communicate complex ideas with exactness and impact. These same skills are essential to technical writing, where accuracy, usability, and user adoption determine the success of documentation.

Core Competencies

- **AI-Assisted Content Strategy:** Develop and implement AI prompting strategies to accelerate the creation of critical manufacturing and compliance documentation, including Standard Operating Procedures (SOPs) and work instructions.
- **Manufacturing Process Documentation:** Author and maintain comprehensive, multi-stage assembly and cabling manuals for complex hardware systems, detailing mechanical assembly, component installation, and quality protocols to ensure consistent, high-quality production.
- **Quality and Test Engineering Support:** Document end-to-end quality control (QC) and testing workflows, establishing standards for electrical tests, automated inspections, and data collection for manufacturing and repair data systems.

- Cross-Functional Collaboration: Partner with engineering, product, and manufacturing teams to formalize critical processes for the entire product lifecycle, including risk assessment methodologies, engineering changes, and new technology adoption.
- Technical Subject Matter Expertise: Translate complex technical information into clear, user-focused content across specialized domains, such as thermal management, printed circuit board assembly (PCBA) design, and component qualification procedures.
- Tools: Gemini, Google Workspace (Docs, Sheets, Slides, Drawings), Lucidchart, FrameMaker, RoboHelp, Articulate Storyline, Adobe Acrobat, Snagit, Microsoft Office, Windchill, AODocs
- Systems: macOS, Linux, Windows | Source Control: SVN, TortoiseSVN

Professional Experience

Technical Writer – Google Infrastructure Supply Chain Systems

Google via Tezerakt | Jul 2023 – Present

- Implemented AI-assisted documentation strategies (Gemini) to accelerate the creation of SOPs, compliance documentation, and integration guides supporting Google's global data center hardware and supply chain operations.
- Authored and maintained detailed, multi-stage assembly manuals for rack and system hardware, documenting mechanical assembly, component integration, payload configuration, and best practices for long-term reliability.
- Developed comprehensive cabling and labeling guides, specifying routing practices, securing methods (such as Velcro straps), airflow optimization, and maintenance accessibility.
- Defined and documented technical specifications including tool requirements, torque values, and calibration standards to ensure consistent, high-quality assembly across global manufacturing sites.
- Produced visually driven content with diagrams, figures, and labeled callouts to simplify complex procedures such as PCB assembly, power cable routing, and sensitive component installation.
- Integrated safety and quality assurance (QA) protocols directly into assembly documentation, covering electrostatic discharge (ESD) prevention, sensitive equipment handling, and pre- and post-installation verification.
- Documented end-to-end manufacturing and QC workflows, including design for testability (DFT), in-circuit testing (ICT), boundary scan testing (JTAG), and automated inspection systems.
- Collaborated with engineering, product, and manufacturing teams to capture intricate thermal management workflows involving heat sinks, liquid cooling, and thermal interface material (TIM) handling.

- Authored procedural guides for PLM processes, including Engineering Change Orders (ECOs), Bill of Materials (BOM) management, and Manufacturing Readiness Reviews (MRRs).
- Standardized data collection specifications for symptom labeling, parametric measurements, and test logs, ensuring accurate ingestion into the Radix Quality System.
- Developed guidelines for new technology adoption, including qualification procedures for incorporating post-consumer recycled (PCR) plastics into hardware components.
- Drove cross-functional alignment by formalizing processes for stakeholder collaboration, risk assessment methodologies such as new, unique, different, and difficult (NUDD) analysis, and global knowledge transfer.

Technical Writer – Google Data Centers

Google | Apr 2022 – Mar 2023

- Conducted detailed analysis of localized specification changes for data center projects, categorizing them as architecture/engineering (A/E) deviations, editorial corrections, technical corrections, or geographical and environmental localizations. Improved 120+ specifications across multiple global data center projects, providing data for trend analysis and baseline strengthening.
- Thoroughly edited and revised 350+ specifications across EMEA and US projects, aligning content with Construction Specifications Institute (CSI) SectionFormat and Owner Program Requirements (OPRs). Eliminated vague or unenforceable language, ensured consistency with reference standards, and provided clear instructions for architects and engineers.
- Provided quality oversight for design documents, including OPRs, specifications, and narratives, by technically editing 124+ high-priority deliverables under tight deadlines. Logged and resolved 34 documentation bugs, mitigating risks of cost overruns and schedule delays.
- Reviewed and disseminated 15+ Engineering Bulletins, ensuring clarity, accuracy, and timeliness of project cut-ins. Served as a core member of the Engineering Bulletin Core Team, overseeing governance and communication. Received a peer bonus for coordination on a high-priority P0 bulletin.
- Revised Part 0 contract language and aligned reference standards using the TW-Engineering editorial checklist, strengthening global documentation quality and enforceability.
- Developed editorial checklists, document type templates, and Division 01 training slides for engineering teams to improve documentation governance and reduce misinterpretation.
- Actively participated in the Specification Governance Board, collaborating bi-weekly with stakeholders to identify systemic documentation issues, streamline processes, and implement sustainable improvements.

- Built alignment across cross-functional teams by clearly communicating requirements, listening actively, and resolving conflicting goals to support coordinated project delivery.

Senior Technical Writer / Project Manager – Google Data Centers

Google via CBRE | Feb 2020 – Mar 2022

- Led reform of 345+ engineering specifications and authored Section 01 35 73 Delegated Design Procedures with supporting templates to define scope of design authority.
- Authored prescriptive Division 01 guidance to clarify contractor roles, reduce misinterpretation, and prevent unapproved substitutions.
- Reported and tracked 200+ documentation defects to correct errors, close compliance gaps, and resolve specification deficiencies.
- Consolidated scattered documents into enforceable contract exhibits and standardized style guides to improve consistency and auditability while reducing contractor claims.
- Created reusable templates and checklists that reduced authoring time and improved contractor comprehension across engineering teams.
- Documented the Global Plan of Record (gPOR) design strategy to align A/E firms and contractors.
- Served on the Specification Governance Board to identify systemic inefficiencies and streamline specification processes.
- Received the CBRE Hoogler Award for outstanding contributions.
- Completed Project Management Professional (PMP) Certification Preparation course.

Technical Writer – Google Data Centers

Google via Adecco | Aug 2018 – Jan 2020

- Produced training materials, design narratives, SOPs, and specifications supporting global data center operations.
- Restructured engineering document sets and organized ~2,600 documents into standardized templates and workflows.
- Enforced compliance with naming conventions and templates, ensuring alignment across engineering, construction, and operations teams.
- Improved onboarding and efficiency by authoring procedural guides for cross-functional teams supporting global data center expansion.

Technical Writer – Google Assistant

Google via Infobahn Softworld | Jan 2018 – Jun 2018

- Created and manage documentation for the Google Assistant machine learning platform, supporting engineers, QA, and product teams under aggressive release cycles.

- Authored and maintain integration guides, debugging references, and troubleshooting procedures to enable efficient testing and analysis of Assistant behavior across devices.
- Developed a comprehensive guide for Geppetto, the content management system (CMS) for conversational experiences, including content creation, editing, tagging, and publishing workflows.
- Documented the Assistant Debugger, a web-based tool used to simulate, reproduce, and resolve bugs in a controlled testing environment.
- Produced user-focused content on advanced functionalities such as date- and location-fencing, curated content, and fallback responses, ensuring accuracy and usability for cross-functional teams.

Technical Writer – Google Data Centers

Google via Akorbi | Jun 2016 – Dec 2017

- Edited 119 training modules for a global technical training program, including 105 for Data Center Academy, 5 for skilled personnel primers, and 9 for operational qualifications; developed interactive pre-qualification and core curriculum content.
- Authored and revised 122 SOPs, Methods of Procedure (MOPs), Emergency Operating Procedures (EOPs), and commissioning procedures covering medium- to high-voltage distribution equipment and construction activities.
- Produced approximately 140 commissioning checklists and quality-control templates for mechanical and electrical installers, addressing fire suppression, plumbing, and electrical safety and security.
- Updated and maintained master specifications, design narratives, and construction manuals to support A/E firms and contractors.
- Created comprehensive glossaries for construction and data center terminology; coordinated Chinese translations of EOPs.
- Developed e-learning modules with Articulate Storyline to support technician training and global operations onboarding.
- Cleared the backlog of global procedures, enabling compliance, operational readiness, and timely access to critical content across international data centers.

Senior Technical Writer – Oracle Identity & Access Management

Oracle Corporation | May 2008 – Sep 2015

- Created and maintained documentation for Oracle Adaptive Access Manager (OAAM), Oracle Access Manager (OAM), Oracle Entitlements Server (OES), and Oracle Identity Manager (OIM).
- Authored administration guides, developer guides, API documentation, release notes, architecture guides, and online help systems covering product configuration and workflows.

- Initiated weekly customer FAQ sessions with development, product, and support teams; integrated feedback into documentation to reduce support load and improve clarity.
- Reviewed user interface text, error messages, tooltips, and debug builds to identify bugs, enhance usability, and improve customer experience.
- Installed and configured Oracle Fusion Middleware for hands-on validation of documentation against real user workflows.
- Provided editorial support for product specifications, requirement documents, and white papers.

Senior Technical Writer (Contractor) – Bharosa/Oracle

Oracle Corporation | Jul 2007 – May 2008

- Documented installation, configuration, and integration of Oracle Adaptive Access Manager's fraud prevention and multifactor authentication solutions.

Senior Technical Writer – Oracle Enterprise Manager

Oracle Corporation | Nov 1996 – Apr 2003

- Authored task-oriented end-user documentation and online help for Oracle Enterprise Manager, covering IT infrastructure administration for databases, application servers, operating systems, storage, and networks.
- Designed lifecycle documentation across administration, configuration, and diagnostics to support user success.
- Produced online and printed documentation using FrameMaker, RoboHelp, Quadralay WebWorks, Oracle Help for Java/Web, and Adobe Acrobat.
- Revised content from development, QA, support, and curriculum teams to ensure accuracy and consistency.
- Installed and debugged early builds, identifying critical issues; uncovered a major flaw during pre-release testing and earned a Performance Bonus for preventing costly delays.
- Participated in usability studies and documentation testing with QA and technical writers to validate clarity and effectiveness.

Technical Writer – Semiconductor Test Equipment

Teradyne Inc. | Sep 1989 – Nov 1996

- Authored operator, maintenance, and fixturing guides for Z1800-series testers, covering safety, installation, calibration, and fixture replacement.
- Updated procedures and maintenance guides to align with ISO 9000 standards; collaborated with safety specialists to secure CE certification.
- Mentored and trained technical writing contractors; established templates and style guides to improve productivity, consistency, and quality.

Donor Stewardship Assistant

Salvation Army Golden State Divisional HQ | Apr 2003 – Aug 2006

- Produced donor reports and managed correspondence across 22 Salvation Army units in support of the donor stewardship director and business managers.
- Created specialized reports in Donor Central, including monthly unit comparisons, year-over-year appeal analyses, segmentation by demographics and geography, acquisition results, and trend analysis to support fundraising strategies.
- Verified and reconciled large volumes of hurricane relief donations not recorded in Donor Central; provided validated data to divisional, regional, and national leadership for accurate reporting and stewardship.
- Documented procedures and created standardized forms to improve operational efficiency across units.

Education

Bachelor of Arts (BA), English, University of California, Berkeley

Awards and Recognition

- CBRE Hoogler Award for Documentation Excellence, honored for outstanding contributions to technical writing and governance.
- Peer Bonus Award, for coordination and advisement with owners and support teams on a high-priority P0 bulletin.
- Performance Bonus, for preventing costly delays through proactive risk management.

Credentials and Professional Recognition

Construction Specifications Institute (CSI), the leading professional association for advancing building information management, specifications, and project delivery in the AEC (architecture, engineering, and construction) industry.

- Earned the elite “CSI Triple Crown” of certifications: CDT (Construction Documents Technologist), CCS (Certified Construction Specifier), and CCCA (Certified Construction Contract Administrator). Fewer than 1% of CSI’s 6,000+ members hold all three, making this achievement a nationally recognized mark of distinction.
- Featured in CSI’s flagship publications, *The Construction Specifier* (readership 28,000+) and the *CSI Weekly Newsletter* (circulation 40,000+) as a representative of CSI’s credentialing program, underscoring expertise and leadership in professional standards.
- Awarded the CSI Board Chair’s Plaque for outstanding volunteer leadership, mentoring, and contributions to advancing industry standards.

- Mentorship and Professional Development Leadership:
 - Co-led CDT study groups, facilitating national-level sessions and mentoring certification candidates through rigorous preparation.
 - Developed a comprehensive Brainscape flashcard study system, adopted organization-wide. Brainscape applies spaced repetition and adaptive learning methods proven to improve mastery and long-term retention, significantly enhancing certification readiness for participants.
 - Led peer study communities, monitoring forums, providing technical expertise, and supporting the professional development of certification candidates nationwide.

Professional Development

- Project Management Professional (PMP) Preparation Course Completed: formal training in PMI's globally recognized project management framework, covering the full project lifecycle, methodology, and best practices in scheduling, risk management, and stakeholder engagement.

Distinguished Poetry Career

Nationally recognized poet with multiple literary awards, publications in journals with acceptance rates as low as 1%, inclusion in landmark anthologies that shape the contemporary American canon, and recognition across public, academic, and international stages.

Major Literary Awards

- Poetry Book Award, Association for Asian American Studies: National recognition from the leading scholarly association for Asian American studies, honoring significant contributions to literature and culture.
- Emily Chamberlain Cook Poetry Prize, University of California, Berkeley: UC Berkeley's premier poetry award, conferred by one of the nation's top-ranked English departments. Awarded to a single poet annually, highlighting voices of exceptional literary achievement.
- James D. Phelan Literary Award, San Francisco Foundation: One of California's most prestigious literary honors, established in 1924 to recognize outstanding creative achievement by writers of the West. Past recipients include Pulitzer Prize winners and nationally acclaimed authors, placing this award in a lineage of excellence and cultural significance.
- Greg Grummer Poetry Award, *Phoebe*: Awarded by *Phoebe*, a long-standing literary journal known for championing daring, experimental, and boundary-pushing work. The prize recognizes pieces that stand out for their originality and artistic risk, marking it as one of the most competitive national awards for emerging and established poets.

Book and Canon Recognition

- *Wishbone* (debut collection), published by Heyday Press, one of California's most prestigious independent publishers, nationally recognized for championing groundbreaking voices and shaping the state's literary and cultural landscape. Selected for the Academy of American Poets Poetry Book Club and promoted nationally through *Poets & Writers*, Small Press Distribution, and the California Arts Council.
- Featured on the Poetry Foundation website, signifying inclusion in the recognized canon of contemporary American poets.
- Featured on the 2001 *Poetry Flash* Poster, a historic broadside showcasing 78 of California's most celebrated poets, with recognition alongside literary icons in the state's cultural and poetic landscape.

Publications in Prestigious and Highly Selective Literary Journals

- *Ploughshares*, among the most influential U.S. literary journals, with an acceptance rate below 1%.
- *The Kenyon Review*, internationally renowned, with an acceptance rate of ~1.3%, reflecting extremely selective editorial standards.
- *ZYZZYVA*, prestigious West Coast literary magazine known for its focus on innovation and diversity, with an acceptance rate of ~4.7%.
- *Alaska Quarterly Review*, a top-tier national journal praised by *The Washington Post* and *The New York Times Book Review* for editorial excellence.
- *Barrow Street*, respected independent literary journal known for publishing award-winning poets.
- Publications in *Ploughshares*, *The Kenyon Review*, *ZYZZYVA*, *Alaska Quarterly Review*, and *Barrow Street* demonstrate recognition at the highest level of national literary standards.
- Additional publications in *Mid-American Review*, *Paterson Literary Review*, *Berkeley Poetry Review*, *Another Chicago Magazine*, *Cream City Review*, *Rain City Review*, *The Café Review*, *Poetry Flash*, and others, totaling appearances in 23 magazines with more than 75 poems published, with additional work forthcoming.

Inclusion in Prestigious and Landmark Anthologies

- *Making More Waves: New Writing by Asian American Women*, groundbreaking anthology advancing Asian American women's literature.
- *Yellow as Turmeric, Fragrant as Cloves*, definitive contemporary anthology of Asian American women poets.
- *The Place That Inhabits Us: Poems of the San Francisco Bay Watershed*, canonical regional anthology showcasing Bay Area poetic voices exploring literature of place.
- *Between Paradise & Earth: Eve Poems*, innovative thematic anthology examining myth and gender, featuring Pulitzer Prize winners and nationally acclaimed poets including Rita Dove, Lucille Clifton, Jericho Brown, Ada Limón, Toni Morrison, and others.

- *Storming Heaven's Gate: An Anthology of Spiritual Writings by Women*, recognized for its exploration of women's voices in spirituality.
- *Proposing on the Brooklyn Bridge: Poems About Marriage*, curated national anthology, published by Grayson Books.
- *The Other Side of the Postcard*, published by City Lights Foundation, highlighting literary responses to San Francisco.
- *Santa Rosa Poetry Walk Anthology*, regional anthology tied to a long-running festival.
- *Poets 11 Anthology (San Francisco, 2008)*, community-based anthology curated by Jack Hirschman, former San Francisco Poet Laureate.
- *Marin Poetry Center Anthology*, published by one of California's most active and respected poetry organizations, the anthology showcases both established and emerging voices of the Bay Area. Inclusion affirms recognition within a vibrant literary community known for shaping regional and national poetics.
- *Yellow as Turmeric*, *Making More Waves*, and *The Place That Inhabits Us* are widely cited in scholarship, used in university courses, and represent touchstones in Asian American and Bay Area poetics.
- Further anthology contributions forthcoming.

Prestigious Public Readings and Media

- Hugh C. Hyde Living Writers Series / Laurie Okuma Memorial Reading at San Diego State University, a nationally recognized program that has hosted Pulitzer Prize winners, U.S. Poets Laureate, and other distinguished writers.
- Featured panelist at the Association of Writers & Writing Programs (AWP) Conference in Palm Springs, the largest and most influential annual gathering of writers, publishers, and literary organizations in North America. Invited by Heyday Press to represent the California Poetry Series, underscoring recognition as a leading voice in contemporary poetry.
- Numerous radio appearances, performed and discussed poetry on local radio programs, bringing work directly to the public airwaves and expanding access to diverse audiences, and strengthening community engagement with contemporary literature.

International Recognition

- Work translated into Swedish and published in *LYRIK vännen*, Sweden's leading poetry journal (founded 1954, Stockholm), considered the country's most important forum for contemporary poetry, underscoring the cross-cultural reach of the work.