Priscilla Lee

Senior Technical Writer

Senior Technical Writer blending AI innovation, compliance leadership, and award-winning communication.
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Professional Summary

Senior Technical Writer with 20+ years of experience producing high-impact documentation across enterprise software, supply chain, Product Lifecycle Management (PLM) systems, conversational AI platforms (Google Assistant), and data center environments. Proven record developing scalable documentation strategies, streamlining compliance-driven specifications, and enabling adoption of large-scale programs. Demonstrated success at Google, Oracle, and Teradyne in improving operational clarity, driving user adoption, and advancing documentation governance.

Construction Specifications Institute (CSI) Triple Crown certifications: CDT (Construction Documents Technologist), CCS (Certified Construction Specifier), and CCCA (Certified Construction Contract Administrator), held by fewer than 1% of CSI's 7,000+ members (architects, engineers, contractors, and specification experts), affirm expertise in documentation standards, compliance, and governance.

Nationally recognized poet with publications in top journals with acceptance rates as low as 1%, demonstrating command of language, precision, and audience awareness essential to high-stakes documentation.

Core Competencies

AI-Assisted Content Strategy, Documentation Governance & Release Management, Manufacturing Process Documentation, Quality & Test Engineering Support, Cross-Functional Collaboration, Technical Subject Matter Expertise, Visual Content Management

Technical Proficiency

AI/Generative AI (Gemini, ChatGPT, Claude, Grok), Google Workspace, Agile PLM, AODocs, Snagit, Lucidchart, Adobe Acrobat DC Pro, Adobe FrameMaker (Structured and Unstructured), Microsoft Office, Articulate Storyline, macOS, Linux, Windows, SVN

Professional Experience

Technical Writer — Google Infrastructure Supply Chain Systems

Google via Tezerakt | Jul 2023 – Present
- Applied advanced AI prompting techniques to accelerate drafting and review cycles for manufacturing and compliance documentation, cutting turnaround times while maintaining quality.
- Standardized manufacturing quality data by architecting and publishing five mandatory technical specifications (OpenTest/Radix) for global manufacturing partners, ensuring 95%+ accuracy for critical performance measurements, test symptom labels, and system traceability keys across all test steps.
- Defined data fields and API usage for a traceability system, formalizing partner data submissions and lifting completeness above 80% and accuracy to 95% for critical data, preventing installation and shipment delays.
- Managed the end-to-end documentation release lifecycle from intake to publication, ordering Google Part Numbers (GPNs) and Engineering Change Orders (ECOs), coordinating multi-stage reviews, maintaining revision histories, and directing official releases in PLM.
- 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.
- Authored Stonehenge-Mackback Rack SOPs (generic and detailed) by synthesizing the contract manufacturer's work instructions, engineering write-ups, CAD drawings, and lab observations, and issued targeted technical memos to resolve assembly discrepancies and improve team understanding.
- Co-developed and implemented a suite of process guides, style guides, templates, and training materials that defined mandatory requirements and workflows, standardized documentation across Product Lifecycle and Technical Operations (PLaTO), Global Hardware Quality and Reliability (GHQR), and Global Manufacturing Engineering (GME), and ensured Minimum Viable Product (MVP) compliance, role clarity, and cross-organizational consistency.

Technical Writer — Google Data Centers

Google | Apr 2022 – Mar 2023
- Awarded Peer Bonus for coordination on high-priority P0 Engineering Bulletin.
- Edited and revised 350+ specifications across EMEA and U.S. projects, aligning with Owner Program Requirements (OPRs) and CSI SectionFormat to enforce structure, terminology, and global consistency.

- Eliminated ambiguous or unenforceable language and corrected inconsistencies and outdated codes in project specifications, aligning with reference standards, reducing misinterpretation and fraudulent RFIs, and providing clear instructions for architects and engineers.
- Provided quality oversight for design documents by technically editing 124+ high-priority OPRs, specifications, and design narratives under tight deadlines.
- Logged and resolved 34 documentation bugs, mitigating risks of cost overruns and schedule delays.
- Served on the Specification Governance Board, meeting biweekly with cross-functional stakeholders to identify systemic documentation issues, streamline processes, and implement sustainable improvements across global builds.
- Architected the comprehensive revision of Division 01 (General Requirements) in partnership with engineering leadership and cross-functional stakeholders; established charters and timelines, and authored prescriptive language that clarified contractor roles, ensured enforceability, and blocked unapproved substitutions.

Senior Technical Writer / Project Manager — Google Data Centers

Google via CBRE | Feb 2020 – Mar 2022
- Awarded CBRE Hoogler Award for outstanding contributions to technical writing and governance.
- Led the Delegated Design initiative, managing creation and revision of 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 and streamline the submittal process.
- Resolved 200+ documentation defects, safeguarding project compliance and closing critical gaps.
- Overhauled contractual safety provisions in contract exhibits with EHS leadership, strengthening enforceability, clarifying roles and responsibilities, and aligning language across data center projects.
- Closed gaps in unwritten administrative construction requirements by producing targeted prescriptive guidance for general contractors, reducing cost-cutting risks, strengthening coordination, and preventing schedule delays caused by ambiguity.

Technical Writer — Google Data Centers

Google via Adecco | Aug 2018 – Jan 2020
- Restructured a library of ~2,600 engineering documents into standardized templates and controlled workflows, ensuring accessibility, searchability, and version control for Google and architect/engineer (A/E) firms.
- Accelerated onboarding and improved 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 managed documentation for the Google Assistant conversational AI platform, supporting engineers, QA, and product teams under aggressive release cycles.
- Developed a comprehensive Geppetto CMS guide for conversational AI experiences, covering content creation, editing, tagging, and publishing workflows.
- Documented the Assistant Debugger, a web-based tool used to simulate, reproduce, and resolve model-driven behavior in a controlled testing environment.
- Authored and maintained integration guides, debugging references, and troubleshooting procedures to enable efficient testing and analysis of Google Assistant behavior across devices.
- 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
- Cleared the global procedures backlog, restoring compliance and operational readiness and ensuring timely access to critical documentation across international data centers.
- Authored and revised 122 SOPs, MOPs, EOPs, and commissioning procedures covering medium- to high-voltage distribution equipment and construction activities.
- Enabled compliance and workforce readiness by developing and editing 119+ training modules for the Data Center Academy, including primers, operational qualifications, and Qualified Electrical Worker (QEW) Level III content (medium-voltage systems, PPE, LOTO, safety protocols). Designed interactive pre-qualification materials, core curriculum, and lessons-learned training to strengthen workforce capability and safety.
- Developed 140+ commissioning checklists and quality-control templates for mechanical and electrical installers, covering fire suppression, plumbing, mechanical, electrical, and building safety and security systems, standardizing handoffs and reducing rework during builds.

Senior Technical Writer — Oracle Identity & Access Management

Oracle Corporation | May 2008 – Sep 2015

- Prepared 300+-page Integration Guide for FrameMaker-to-DITA conversion under tight deadlines, enabling future modular publishing and reuse.
- Authored Developer's, Administrator's, and Integration Guides across Oracle Adaptive Access Manager (OAAM), Oracle Entitlements Server (OES), Oracle Access Management Access Manager (Access Manager), and the broader Oracle Identity Management (IDM) suite.
- Developed API and schema references, including Java APIs, SOAP integration, and policy management syntax.
- Initiated weekly customer-focused FAQ meetings with development, product management, and support teams, addressing documentation gaps, incorporating feedback, and enhancing user adoption.

Senior Technical Writer — Oracle Enterprise Manager

Oracle Corporation | Nov 1996 – Apr 2003

- Verified and debugged pre-release installation kits and development builds by installing the product early, identified a major critical flaw, and earned a Performance Bonus for preventing costly delays.
- Authored core Enterprise Manager documentation, including the Concepts, Configuration, and Administrator's Guides, providing an architecture overview, installation and integration procedures, and backup and recovery guidance for distributed IT management.

Technical Writer — Semiconductor Test Equipment

Teradyne 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 into operator and maintenance content.
- Authored operator, maintenance, and fixturing guides, covering system safety, installation, calibration, and fixture replacement procedures.
- Documented diagnostic workflows and troubleshooting procedures, including self-tests, error-message interpretation, and board-level fault isolation, improving uptime and reducing service calls.

Career Awards and Honors

- CBRE Hoogler Award for technical writing excellence and contributions to governance; Oracle Performance Bonus for pre-release flaw detection; Google Peer Bonus for coordination on high-priority P0 bulletin.

Credentials and Professional Recognition

- Achieved CSI Triple Crown certifications: CDT, CCS, and CCCA.
- Awarded the CSI Board Chair's Plaque for dedication to advancing industry standards and volunteer leadership, recognized for leading national CDT study sessions, mentoring certification candidates, and developing a Brainscape flashcard study system that was adopted organization-wide to improve exam preparation and credential success rates.
- Featured in The Construction Specifier (2020 and 2023 profiles on strategies for earning and applying the CDT certification) and the CSI Weekly Newsletter, with a combined reach of 68,000+ readers, underscoring expertise and leadership in professional standards.

Education

Bachelor of Arts, English, University of California, Berkeley

Literary Recognition

- Published debut collection Wishbone, selected for the Academy of American Poets Poetry Book Club and promoted nationally through Poets & Writers, Small Press Distribution, and the California Arts Council.
- Earned major literary honors, including the 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), and Greg Grummer Poetry Award (Phoebe: A Journal of Literature and Art).
- Featured in landmark anthologies, including Between Paradise & Earth: Eve Poems, alongside Rita Dove, Lucille Clifton, Jericho Brown, Ada Limón, and Toni Morrison, marking inclusion in the contemporary American poetry canon.
- Published work in prestigious literary journals, including Ploughshares (<1% acceptance), The Kenyon Review (~1.3% acceptance), and ZYZZYVA (~4.7% acceptance), demonstrating selectivity and national reach.
- Achieved international publication with translated poetry featured in the Swedish literary journal Lyrikvännen.
- Featured on the Poetry Foundation website, affirming national literary stature.