

Priscilla J. Lee
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OBJECTIVE

A technical writing position in an organization where an ability to take initiative and the competence to manage multiple projects, meet deadlines, and work under pressure are critical.

QUALIFICATIONS

- More than 13 years of experience developing technically detailed conceptual, procedural, installation and configuration, best practice, administrative, and troubleshooting online and print documentation, online help systems, F1 (contact-sensitive) help, style sheets and templates, and release notes.
- Solid analytical capabilities and a strong understanding of IT technology deployment processes and strategies.
- Ability to write documentation from scratch. An expert in research and in extracting relevant technical information from functional specifications and requirement meetings, and then drafting, proofing, and editing documents to conform to organizational standards. Documentation at Teradyne played a crucial role in obtaining CE safety certification for the Z1800-series testers.
- Extensive experience in electronic publishing tools and techniques. Expert in Word, FrameMaker, RoboHelp, Quadralay WebWorks, Oracle Help for Java, Oracle Help for the Web, Adobe Acrobat, SourceSafe, and Microsoft Windows. Proficient in DreamWeaver, HTML, Microsoft Publisher, and Visio.
- Proficient in Lotus Notes, Microsoft Access, and Excel.
- Familiarity with UNIX, Java, C++, SQL and PL/SQL.

EXPERIENCE

Senior Technical Writer

Oracle Corporation, 500 Oracle Parkway, Redwood Shores, CA 94065
10/1/2007-Present

Documenting the installation, configuration, and integration of Oracle Adaptive Access Manager, a component of Oracle Fusion Middleware, designed to prevent online identity theft and fraud.

Senior Technical Writer

Bharosa, Inc., 4633 Old Ironsides Drive, Suite 300, Santa Clara, CA 95054
7/26/2007-9/28/07

Documented the installation, configuration, and integration of Bharosa's proactive fraud prevention and multifactor authentication security solutions.

Senior Technical Writer

Oracle Corporation, 500 Oracle Parkway, Redwood Shores, CA 94065
11/1996-4/2003

- Documented the functionality, installation, configuration, and administration of Oracle Enterprise Manager, a computer application used to manage the IT infrastructure (databases, web servers, application servers, business applications, web services, operating systems, hardware platforms, storage devices, and the network). The manuals and online help were used by database administrators (DBAs) and programmers.
- Researched new technology, read software design documents, and attended requirement meetings to help in understanding the product before the working software was ready.
- Interviewed engineering, technical support, product management, quality assurance, curriculum developers, and user-interface designers, individually and in meetings to determine documentation requirements.

- Planned multiple steps of documentation delivery based on internal and external dependencies, developed a schedule, and delivered documentation on time.
- Provided periodic project status updates to lead writer, forecasting potential problems, and notifying project managers of issues that may affect the deadline.
- Verified and debugged installation kits and development builds by installing the product early and identifying crucial bugs in the process.
- Ran the Oracle Enterprise Manager software to understand how to use it, and attended usability studies to understand how our customers use the software.
- Created online help, online documentation, and printed documentation using FrameMaker, RoboHelp, Quadralay WebWorks, Oracle Help for Java and the Web, and Adobe Acrobat.
- Followed highly structured documentation standards and Section 508 of the Rehabilitation Act and the World Wide Web Consortium's Web Content Accessibility Guidelines. Created documentation accessible to disabled users.
- Involved in testing final installation and configuration documents with technical support, quality assurance, and other writers to ensure that deliverables were clearly written and enabled tasks to be performed without assistance.
- Tracked and fixed documentation bugs.
- Archived documentation.
- Worked collaboratively with other technical writers on large projects.
- Edited own work and provided peer edits as requested.

Technical Writer

Teradyne, Inc., 2625 Shadelands Drive, Walnut Creek, CA
9/1989-11/1996

- Provided substantial original writing installation, setup, and maintenance of electronic test equipment. Operator's guides covered operator safety issues, general tester descriptions, and basic operation. Maintenance guides covered maintenance and service personnel safety issues, diagnostics, calibration, general tester maintenance, and specifications.
- Updated maintenance guides to conform to ISO9000 standards.
- Worked closely with engineers, project management, quality assurance, and customer support.
- Collaborated with safety specialist on documentation to obtain CE safety certification for products.
- Piloted the conversion of printed manuals to online manuals.
- Developed and maintained templates and style sheets for print (Word and FrameMaker).
- Trained contracts and other technical writers.

EDUCATION

University of California

Berkeley, California

May 1989

B.A., English

Oracle University

Redwood Shores, California

1996-2003

- Introduction to Oracle: SQL and PL/SQL
- Enterprise DBA Part 1A: Architecture and Administration
- Enterprise DBA Part 1B: Backup and Recovery
- Enterprise DBA Part 3: Network Administration
- Introduction to Oracle9i SQL
- NDE and ADE CM Workshop
- Writing for a Global Audience
- Information Mapping