MANSA GILLS

APPLIED AI ENABLEMENT | KNOWLEDGE SYSTEMS | TECHNICAL PROGRAM LEADERSHIP

Bay Area, CA | U.S. Citizen | (323) 820-8873 | mansagills@gmail.com
mansagills.com | linkedin.com/in/mansa-g-02258642

PROFESSIONAL SUMMARY

AI enablement practitioner and knowledge-systems leader with 10 years of experience across fintech, SaaS, and consulting. Builds AI workflows, agent skills, and review processes around business needs, with hands-on experience in large language models (LLMs), prompt engineering, source grounding, response evaluation, and team adoption.

Owns AI initiative roadmaps, project scoping, and stakeholder reporting. Built ReadMe's Professional Services writing offering, managed four writers, and led enterprise engagements combining implementation, governance, enablement, and training.

CORE CAPABILITIES

AI Enablement • AI Workflow and Agent Design • Prompt Engineering • LLM Evaluation • AI Portfolio Management • Requirements Gathering • Roadmap Prioritization • Stakeholder Management • Knowledge Governance • Team Adoption and Training

TOOLS

Claude • Claude Code • Cursor • ChatGPT • Gemini • NotebookLM • MCP • GitHub • ReadMe • Notion • REST APIs • OpenAPI • Postman • SQL • JSON • YAML • Markdown • MDX

PROFESSIONAL EXPERIENCE

AI Training and Evaluation — Contract Engagements

micro1 — Technical Writer / Editor | Sep 2026–Present
Meta — AI training contract | Sep 2026–Present
LinkedIn — AI Trainer | 2026–Present

- Evaluate and compare AI-generated responses against user prompts for clarity, tone, helpfulness, reasoning, and instruction following.
- Assign quality scores and write evidence-based rationales explaining strengths, weaknesses, and meaningful differences between responses.
- Evaluate video content and write detailed assessment reports for Meta's AI training work.
- Incorporate reviewer feedback and apply project-specific guidelines to maintain consistent evaluations.

Independent Technical Writing, Knowledge Systems & AI Consultant

2023–Present | Remote

- Advise technology organizations on AI workflows, knowledge architecture, and content governance; translate stakeholder needs into scoped deliverables and reusable resources.
- Develop a growth marketing system for Levias Lending connecting research, specialist content workflows, and human review; built a content studio with consultant and founder approval stages.

Senior Technical Writer, AI Product Initiatives — Median.co

Oct 2025–Jun 2026 | Contract, Remote

- Built a reusable technical communications framework with Claude Code and Cursor, combining specialist agents, skills, commands, templates, and human review across documentation and marketing content.
- Created QA helper scripts, source-fidelity checks, and developer-journey reviews to identify unsupported claims, documentation gaps, and verification limits.
- Supported team adoption through reusable workflow guidance and a documented handoff; teammates began using the framework before departure. Managed roadmaps across AI initiatives and reported progress, risks, and decisions.
- Designed and evaluated AI chatbot experiences through prompt strategies, source grounding, response guardrails, escalation logic, and human review.

Technical Writing Manager & Knowledge Product Owner — Peach Finance

Apr 2024–Jun 2025 | Remote

- Built a centralized Documentation Hub, consolidating internal knowledge, API references, onboarding, and implementation resources; defined information architecture, templates, ownership, and review workflows.
- Owned the knowledge-program roadmap and coordinated priorities across Engineering, Product, Customer Success, Implementation, and Support; reported progress, dependencies, and content gaps.

- Built AI-powered internal knowledge tools and client-specific workspaces; authored documentation for nearly 100 REST API endpoints and reduced developer support tickets by more than 50%.

Technical Writing & AI Consultant — ReadMe

May 2024–Jul 2025 | Remote

- Built and scaled the Professional Services technical writing offering, establishing reusable delivery frameworks, documentation standards, and quality practices for enterprise consulting engagements.
- Led knowledge architecture and documentation strategy for customers including NVIDIA, Postman, Uphold, and FIS; maintained delivery plans and communicated scope, risks, and recommendations.
- Managed and mentored four contract writers, providing guidance on delivery frameworks and quality standards; coordinated resources and priorities across concurrent enterprise engagements.
- Created Custom GPT documentation assessments and combined NotebookLM research with SME interviews to plan and author integration guides.
- Contributed to MCP capabilities and improved ReadMe's AI assistant through prompt refinement, test-question development, response evaluation, and documentation-gap analysis.

Staff Technical Writer & Developer Experience Lead — Affirm

Jul 2019–Jan 2024 | Remote/Hybrid

- Managed internal and external implementation knowledge across Product, Engineering, Support, and partners; overhauled more than half of the developer portal's content.
- Established taxonomies, editorial standards, and review practices; authored production OpenAPI specifications and aligned documentation roadmaps with API releases.
- Created internal Notion resources and partnered with Support on Zendesk Guide content and chatbot workflows in a regulated fintech environment.

Senior Technical Writing Manager & API Documentation Lead — Delhivery

Feb 2023–Mar 2024 | Remote

- Led a developer-portal redesign and migration to Archbee, introducing docs-as-code and governance practices; improved content discoverability by 40%.
- Interviewed more than 20 developers and translated findings into documentation priorities and product discussions; coordinated roadmaps, dependencies, and stakeholder reporting.

Technical Writer & VQL Documentation Owner — Veeva Systems

Aug 2016–Jun 2019 | Remote

- Owned documentation for Veeva's SQL-like VQL language, led an API reference migration, and improved developer onboarding completion by 25% through clearer guidance and education.

Senior Operations Analyst, Documentation & Training — Bank of America

Jun 2014–Aug 2016 | Concord, CA

- Redesigned an internal knowledge portal, established documentation and review standards, and delivered contributor training across eight U.S. offices.

CURRENT AI PROJECTS

Founder and builder | In development

DocuHub — Developing an AI documentation platform that gives organizations a team of specialist technical writing agents to support documentation workflows, with human review.

PrepSquad — Building an AI-assisted interview preparation application; completing a simplified beta focused on the core preparation experience.

Learning Adventures — Developing an AI-supported learning application focused on educational experiences.

EDUCATION

Master of Fine Arts, Writing & Consciousness — California Institute of Integral Studies
Bachelor of Arts, English Literature & Composition — University of San Francisco