

MANSA GILLS

AI Solutions Architect | Customer AI & Conversational Workflows

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PROFESSIONAL SUMMARY

Over the past 10+ years, I've built a career around helping teams make complex products easier to understand, use, and support. My background spans technical documentation, developer experience, support enablement, and AI-driven workflows across fintech and SaaS environments. I'm especially strong at turning scattered knowledge into useful systems—whether that means shaping a chatbot experience, improving how teams find information, building internal AI tools, or creating guardrails that make automation more reliable, practical, and easier for both customers and internal teams to trust.

CORE SKILLS

AI & Knowledge Systems: Conversational design, prompt strategy, response evaluation, guardrails, workflow design, internal AI tools, knowledge architecture.

Support & Content Operations: Support enablement, QA workflow design, cross-functional collaboration, developer documentation, API/SDK documentation, self-service content systems.

Tools & Platforms: Intercom, Zendesk, NotebookLM, Claude, GPT-based tools, GoHighLevel, ElevenLabs, OpenAPI, Postman, SQL, VQL.

PROFESSIONAL EXPERIENCE

Senior Technical Writer (Contract) — Median.co

Current | Remote

- Helped shape a customer-facing chatbot for lead qualification and early customer conversations, bringing together writing, systems thinking, and AI experimentation to make the experience more useful from the first interaction.
- Built internal AI tools for content creation, prompting, and repeatable workflows, giving teams faster ways to draft, refine, and reuse information without starting from scratch each time.
- Worked across content, product, and business teams to connect messaging, automation, and customer experience more closely, helping the organization move with more consistency.

Technical Writing Manager — Peach

Apr 2024 – Jun 2025 | Remote

- Stepped into an environment where useful information was scattered, then built internal AI apps and workflow automations that made writing and knowledge access easier across the company.
- Created NotebookLM workspaces tailored to specific clients and features so teams could quickly ground themselves in trusted information before answering questions or producing new content.
- Built Peach's Documentation Hub to connect reference material, onboarding, tutorials, and implementation guidance into one clearer experience.
- Helped reduce repeated internal questions by making the right information easier to find and easier to trust.

Content Strategy Consultant & Technical Writing Lead *May 2024 – Jul 2025 | Remote*

— ReadMe

- Worked at the intersection of documentation, support, and AI, helping teams think through how knowledge should appear inside customer-facing experiences.
- Used Intercom in day-to-day work and helped train Owlbot, ReadMe's AI assistant, refining prompts and source content so responses felt more natural and better matched how customers actually asked for help.
- Built sample-question sets to test and improve the ReadMe-powered docs chatbot, using real-world phrasing to uncover gaps in documentation coverage, strengthen weak answers, and surface places where users were likely to get stuck.
- Hosted webinars on prompting and workflow design that helped both internal teams and customers use AI tools more thoughtfully.
- Led content strategy for AI-focused products and helped shape knowledge experiences that made onboarding smoother.

Staff Technical Writer & Docs Lead — Affirm *Jul 2019 – Jan 2024 | Remote/Hybrid*

- Worked in a fast-moving fintech environment where clear guidance mattered for both internal teams and external partners.
- Partnered closely with engineering, product, and design to keep implementation content aligned with launches and changing product behavior.
- Worked with Zendesk, supported Zendesk-related documentation, and helped sketch a simple chatbot flow to better guide common support paths and reduce confusion around repeat questions.
- Built references, integration guides, and workflow documentation that made self-service easier for partners and gave internal teams a more dependable source of truth.
- Established review practices that improved consistency and made published content more dependable over time.

Sr. Operations Analyst / Quality Analyst — Bank of America *Jun 2014 – Aug 2016 | Los Angeles, CA*

- Started in an operations and quality-focused environment where people needed accurate answers quickly while serving customers.
- Created standards, onboarding materials, and process documentation for compliance-related systems used in a high-volume support setting.
- Served in a Quality Analyst role, building QA workflows for documentation testing and later applying the same mindset to AI QA workflows for testing documentation procedures.
- Improved findability and training effectiveness across offices by organizing information in ways people could actually use under pressure.

SELECTED AI PROJECTS & BUSINESS EXPERIENCE

- **PrepSquad:** Built an AI application for resumes and interview prep that included mock panel interviews, a virtual assistant, and guardrails to keep interviewer behavior consistent and useful.
- **P&G Consulting Group:** Built Voice AI and conversational chatbot solutions using GoHighLevel and ElevenLabs voice agents, while also designing conversation flows and reviewing bot transcripts to help clients improve how their automated experiences sounded and performed.

ADDITIONAL EXPERIENCE

- **Sr. Technical Writing Manager — Delhivery** (Feb 2023 – Mar 2024): Led developer enablement initiatives, managed API documentation, and executed CMS migrations to improve discoverability.
- **Technical Writer — Veeva Systems** (Aug 2016 – Jun 2019): Owned Veeva’s VQL documentation during my tenure, documenting the platform’s SQL-like query language for developers alongside API documentation, getting-started guides, and video tutorials.

EDUCATION

- **MFA, Professional, Technical, and Business Writing** — California Institute of Integral Studies
- **BA, English Literature** — University of San Francisco