Marie Oliva

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Professional Summary

Content strategist with extensive experience at most of the Big Five, specializing in technical writing and multimedia integration. Developed comprehensive documentation and video scripts that significantly improved user experience and project outcomes. Proficient in Markdown and GitHub, with a strong ability to collaborate with cross-functional teams.

Skills

- Content Management and editing
- Google Maps
- Content development
- Technical writing

- Video script writing
- Documentation management
- Multimedia integration
- Proficient in Slack/Google Chat, Microsoft Office, Google Slides/Docs, Markdown, GitHub, VS Code, Monday.com, Adobe Creative Suite

Experience

Technical Writer, 12/2025 – 01/2026
Google via Virtusa – San Jose, CA (remote)
- Develop, organize, and maintain technical documentation within the Knowledge Management System (KMS), including knowledge articles, SOPs, FAQs, process flows, and troubleshooting guides.
- Apply content governance standards and version control best practices to ensure documentation accuracy, consistency, and traceability within the KMS environment.
- Review, edit, and update existing documentation to improve clarity, usability, and alignment with established style guides, templates, and organizational standards.

Multimedia Content Writer, 05/2024 – 05/2025
Apple (Maps) via ASK Consulting – Santa Clara/Sunnyvale, CA
- Develop and maintain new and existing content for training purposes.
- Develop and update manuals using Markdown in VSCode, GitHub and Strapi.
- Collaborate with other writers on developing the writing process.
- Collaborate with engineers on feature and component descriptions, and usage.
- Create summaries of meetings with operators.

Video Script Writer, 07/2023 – 12/2023
Apple (Care) via Planet Interactive – Santa Clara/Sunnyvale, CA
- Develop technical repair video scripts in Quip for Apple NPI products by collaborating with SMEs, engineering, video production and editors.
- Work in hardware lab to understand hardware rework procedure by conducting take apart procedures.
- Participate in studio production of video scripts to repair Apple products by using complex tools/methods.
- Collaborate with video editors to rework completed video content for accuracy in Final Cut.
- Meet regularly with manager to provide project updates

Knowledge base Writer, 06/2021 – 06/2023
Google (Fiber) via US Tech Solutions – Atlanta, USA
- Lead content strategy for major market launch of 5 Gig internet service
- Develop knowledge base content for technicians to install Google Fiber to the home (GPON) internet service.
- Author and update more than 60 articles for the successful launch of 5 Gig and 8 Gig FTTH plans, positioning GFiber as a leading competitor and driving market growth.
- Create and maintain SEO-friendly internal customer service messaging in the knowledge base using internal CMS.

- Ensure accuracy and timely update of internal docs, working with a variety of cross-functional stakeholders to ensure all content meets the highest standards.
- Proactively identifying and executing on opportunities to improve current documentation.

Technical Writer, 05/2021 – 07/2021
Amazon Web Services via Creative Circle – Palo Alto, USA
- Plan, create, test and maintain getting-started guides, in-depth docs on product features, help content, and FAQ reference materials.
- Identify opportunities/gaps with content plans or existing docs.

Technical Writer, 02/2020 – 03/2020
NetApp via Varite Inc. – Sunnyvale, USA
- Developed and optimized desktop procedures for inventory management, resulting in streamlined processes and increased efficiency.
- Collaborated with the Supply Chain team to develop internal process documentation for NetApp University.

Content Strategist, 12/2019 – 02/2020
Facebook via HCL – Menlo Park, USA
- Developed and implemented a comprehensive hardware test framework document repository through Wiki using Markdown, enabling developers to easily access and utilize crucial resources.

Media Writer, 03/2019 – 12/2019
Google Education via Adecco – remote
- Create video scripts in Google Docs and Google Slides, and supplemental teaching material for education platform.
- Work through the review cycle with editors and managers.
- Compare existing outlines and scripts to match style and voice to new scripts.

Procedure Writer, 05/2018 – 12/2018
Lawrence Livermore Lab – Livermore, USA
- Developed comprehensive documentation outlining precise procedures for nuclear physics processes, demonstrating compliance with federal regulations, institutional procedures, and facility safety bases.

Contract Technical Writer, 11/2017 – 05/2018
Chevron – San Ramon
- Coordinated the review process for all deliverables prior to release.
- Record Webex sessions, and slice content to update training.
- Edit and revise the Chevron Cloud process documentation.
- Collaborated with internal teams to develop processes and procedures for software applications.

Content Strategist, 01/2016 – 01/2017
Google via Randstad – Mountain View, USA
- Implemented Google CMS effectively, delivering timely updates to knowledge base articles, thereby providing accurate and up-to-date information for enhanced customer support.
- Successfully designed and meticulously documented assembly and manufacturing processes, including operation manuals, spec sheets, and quick start guides, for Google Maps hardware.

Teacher, 08/2014 – 06/2015
Challenger School – San Jose, USA
- Develop/write lesson plans and teach elementary students math, science, writing, and reading.

Tech Writer, 05/2014 – 07/2014
FireEye – Milpitas, USA
- Developing run books (user guides) and updating internal team sites for information systems and services division of the company.

Tech Writer, 08/2012 – 11/2013
Google – Mountain View, USA
- Design and document thorough and clear assembly and manufacturing process (i.e. operation manuals, specification sheets and quick start guide) for Google Maps hardware.
- Record data to validate processes in installation documentation.
- Use Windchill tool to add instructions to the repository and acquire part details from BOM.

Document Specialist, 06/2011 – 11/2011
Bruker – Fremont, USA
- Help transition team into ISO 9001 standards by converting help files into Flare and updating other content (user guides and release notes) with help of scientists.

Tech Writer, 08/2010 – 05/2011
Fluke Networks (AirMagnet) – Sunnyvale, USA
- Interface with design, SQA and technical support engineers as necessary to secure tech info and deliver user guides, release notes and online help using FrameMaker 9.0 and Robohelp.

Tech/Marketing Writer, 03/2008 – 08/2010
ArcSoft – Fremont, USA
- Propose concept, write, edit and layout of documents from project design to distribution (press releases, brochures, website content, e-commerce and ad content).
- Develop ad content in Google Ads aimed at the current customer base.

Education

09/2025 - present - UC Berkeley Extension
Project Management Certificate

05/2007 San Francisco State University – San Francisco, CA
B.A. Technical and Professional Writing

Awards
Dr. Kenneth M. Gordon Memorial Scholarship, awarded for Single Sourcing white paper