

LIZA J. LEE

Content Strategist, UX Writer & Copywriting

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SUMMARY

Delivering content strategy, UX writing, and copywriting across technology, B2B SaaS, fintech, and financial services to shape user journeys. I also authored high-volume prompts and completions to train an LLM and led AI workflow and prompt-engineering training.

- **B2B Enterprise, Tech & SaaS:** Apple.com, Microsoft, Accenture Song, Accenture Utilities, WorkSafeBC Provider Portal (via TELUS), Amazon (via Accenture), eBay/PayPal, Binary Stream (Dynamics ERP), Sage (Accounting/ERP), Beanworks (Fintech), Microserve (MSP/IT Solutions), and PCIS (MSP/IT Solutions).
- **FinTech & Financial Services:** RBC, ICBC, HSBC Direct Savings, HSBC Asset Management, Western Union Business Solutions, Symcor, Sage, BCAA, Enriched Academy (via Data Driven Marketing), Financial Confidence Advisors, Pacific Place Group, Pacific Blue Cross, and Vancity.
- **AI Workflows & Training:** Authored high-volume prompts and completions to train and launch a LLM for an enterprise tech company, with a global Accenture team of over 500 writers/editors to ensure accuracy, consistency, and strong product alignment. At Mortgage Cadence, a division of Accenture, I also led AI workflow and prompt-engineering training for technical writers to use Bing Chat Enterprise (Copilot).

TECHNICAL SKILLS

AI Prompts for LLMs, SEO, AEO, SEM, B2B Writing, Google Ads, Meta Ads, CMS, Asana, Slack, M365

PROFESSIONAL EXPERIENCE

Vancity, Vancouver, BC

May 2026 – Present (Contract)

Marketing Specialist & Copywriter (Financial Services)

- Planned, executed, and optimized marketing communications that advanced member-first values, strengthened financial well-being, and supported local community initiatives.
- Developed marketing content and copywriting that delivered to the brand experience.
- Engineered a logic-and-rubric prompt framework across scenarios to optimize AI workflow automation.
- Proofread 300+ FAQ pages for AEO in the Learning Hub by developing an AI agent lexicon.
- Wrote and received a Vancity Community Foundation grant supporting BIPOC-inclusive community arts and cultural development in Vancouver's DTES, leading to further contract engagement with Vancity.

Critical Mass, Vancouver, BC

Jun 2025 – Mar 2026

Copywriter & UX Writer (Apple.com Transactions)

- Participated in strategic brainstorming, campaign and brief development, and creative development.
- Worked closely with art directors and designers to bring concepts to life and ensure copy tone and style are consistent across multiple projects simultaneously; liaised and presented to internal teams.
- Collaborated with project teams to understand business objectives and audience demographics.
- Translated creative direction and copy points from creative briefs into engaging and effective copy concepts.

Avanade (Accenture), Vancouver, BC

Sep 2020 – Jun 2025

Content Strategist & UX Copywriter (Enterprise Consulting)

- Executed content strategy and copywriting for high-profile projects at Avanade, Microsoft, and Accenture.
- Guided stakeholders in producing personas and on-brand content for the user journey and decision-making.
- Developed deliverables, including content models, audits, maps, taxonomies, style guides, and copy decks.
- Authored high-volume LLM prompts and completions for an Accenture global team of 500+ writers/editors.
- Provided training for Mortgage Cadence technical writing department in using Bing Chat Enterprise (Copilot).
- Content audit and strategy for RBC Sales Resource Centre and copywriting for RBC landing pages.
- Developed competitive RFPs and infrastructure proposals for Avanade/Accenture sales pipelines.
- Won the 2022 Avanade Shark Tank Award for the NFT Roadmap & Web 3.0 to support local artists.

Various Contract Roles, Vancouver, BC**Jan 2016 – Jan 2021***Marketing Specialist (Technology, Financial Services, Insurance)*

- Provided content: Microsoft (tech stack), Beanworks (fintech), Microserve (IT/MSP), Binary Stream (fintech), Symcor (fintech), Commonwealth FX (fintech), BCAA (insurance), FortisBC (utilities), Skunkworks (legal), Pacific Place Group (financial services), Data Driven Marketing (education), Pacific Blue Cross (insurance).
- Collaborated on persona development, content audit, content strategy, and content writing.
- Developed content calendar for sales collateral, web content, landing pages, and PR.
- Adobe InDesign and copywriting for case studies, whitepapers, sales sheets, and brochures.
- Web copywriting included SEO keywords, on-site optimization and off-site optimization.

Financial Confidence Advisors, Vancouver, BC**Aug 2014 – Apr 2016***Marketing Specialist (Financial Services)*

- Created marketing plans, collateral, CRM, email, social media, and WordPress CMS, forms, and letters for insurance products, financial planning, succession planning, and exit planning.
- Wrote and designed investor pitch deck PowerPoint presentations.
- Developed leads and new accounting firm partners, resulting in a 10% bonus.

Western Union Business Solutions, Vancouver, BC**Mar 2012 – Dec 2013***Marketing Automation Specialist (Global Payments)*

- Executed tactics for 1.5 million emails per month and 400,000 global payments contacts in Eloqua.
- Created emails, lead nurturing programs, forms, landing pages, reports, and lists from Salesforce.
- Trained staff to create emails, lists, scheduled deployments, and reports on Oracle Eloqua.
- Updated monthly, weekly, and daily news content for North America, Europe and Asia Pacific.
- HTML skills and project management for multiple campaigns with stakeholder approvals globally.

PCIS (IT Consulting), Vancouver, BC**Apr 2011 – Mar 2012***Marketing Communications Manager (Technology)*

- Collaborated on persona development for information architecture, content audit, content matrix, content gap analysis, competitive content analysis, content guidance, editorial guidance, and SEO.
- Wrote and optimized web content, case studies, and whitepapers for IBM Lotus Notes, IBM Lotus Domino, IBM WebSphere, Microsoft Outlook, Microsoft Exchange, and Microsoft SharePoint.
- Worked with TELUS Health communications on joint content for the WorkSafe BC Provider Portal.
- User-testing for a social media agency tool with software developers, acquired by IBM.

Sage, Richmond, BC**Dec 2010 – Apr 2011***Copywriter (Technology)*

- Wrote creative briefs with marketing and product managers for Sage50 and Business Intelligence.
- Provided copywriting for webpages, banner ads, email, and social media.
- Proofread and QA English, French, and Spanish Sage 50 websites.
- Learned all features of Sage50 accounting software for small businesses.

Guaranteed SEO, Vancouver, BC**Mar 2010 – Mar 2011***SEO Copywriter (Various Websites)*

- Worked with clients to discover content needs and collaborate on persona development.
- Web copywriting included SEO keywords, on-site optimization and off-site optimization.
- Headlines, meta descriptions, section headings, bullet points, body copy, and captions.

FREY WILLE, Vancouver, BC**Sep 2010 – Mar 2011***Publicist (Art & Design)*

- Promoted opening of FREY WILLE (art and design retail boutique) locally and nationally.
- PR launch, invitations to 40+ editors with product placements in Westender, Where, and NUVO.
- ET Canada interview at the Vancouver Fashion Week opening gala and media launch.
- Product postings to generate social media engagement on Twitter and Facebook.

AQUENT (Creative Staffing), Vancouver, BC**Jan 2008 – Aug 2010***Content Strategist & UX Copywriter (Enterprise Websites & Intranets)*

- Collaborated with creative directors, UX designers, visual designers, developers, and stakeholders for web development, content strategy and editing of websites and intranets.
- ICBC, TELUS Mobility, Best Buy, Seagate, Shea Homes, FortisBC, PwC, BCAA, and HSBC.

Interim Account Director (HSBC Direct Savings Account)

- Lead JWT account team for PPC, banner ads, and landing pages for \$20M account.
- Digital campaign succeeded in attracting \$2B in deposits for HSBC Direct Savings.
- Developed and wrote client briefs for the acquisition and retention campaigns for direct savings.

HSBC Asset Management, Vancouver, BC**Apr 2004 – Dec 2007***Marketing Communications Manager (Financial Services)*

- HSBC content management in Canada (English, French, Chinese), US, and Bermuda.
- Provided channel marketing management and product launches with budgets up to \$1M.
- Developed the marketing plan, brand, and trademark for the launch of HSBC LifeMap Portfolios.
- Project Owner/Executive Producer of Meet the Manager global microsite and 30 video webcasts.
- Project Manager for website redesign for institutional, private, retail, and financial advisor channels.
- Provided marketing and sales materials for branches to support over 1,000 PFS Reps in Canada.
- Supported event activations such as HSBC Fund Manager roadshows at branches in Canada.

eBay/PayPal (Membership E-Commerce Platforms), Burnaby, BC**Apr 2003 – Oct 2003***Customer Support Specialist (Call Centre)*

- Provided customized email technical support for members to succeed on eBay and PayPal.
- Utilized macros and help menus to research most suitable answers with over 98% accuracy.
- Completed eBay University: Call centre training for eBay, PayPal, and eBay Stores

VOLUNTEERING

The Art Party, Vancouver, BC**Jan 2026 – Present (Contract)***Marketing Specialist & Program Developer (Nonprofit)*

- Lead grant strategy and writing across multiple funders: Vancity Community Foundation, New Horizon for Seniors, and Vancouver Foundation to secure funding for community arts programming.
- Partnered with Bootlegger Beverages and GRIO, a 5,000 sq. ft. warehouse venue for events, and launched Tiny Concerts, a video series featuring DTES BIPOC-inclusive musicians and artists.
- Managed Google Ads Grant and Meta Ads campaigns and leverage 32M+ Google Maps views as a Google Local Guide to drive visibility for DTES venues and activations.
- Organized community events, including programming during FIFA Soccer 2026 in the DTES.

EDUCATION & TRAINING

Bachelor of Arts Degree (English) – University of British Columbia, Vancouver, BC

Insurance & Claims – Insurance Institute of British Columbia, Vancouver, BC

Diploma in Digital Media Arts – Vancouver Training Institute, Vancouver, BC

Certificate in Marketing Communications – British Columbia Institute of Technology, Burnaby, BC

Certificate in Web & Print Production – Corporate Communications Training, Vancouver, BC

Training Courses:

Using AI for Search Engine Optimization, Product Launch, Google Ads Grant Training, HubSpot Inbound Marketing Training, Oracle Eloqua Marketing Automation Online Training, FutureWorks Technology Training Program with IBM and Microsoft, Advanced Internet Marketing Program, Advertising Copywriting, eBay University Call Centre Training, Principles & Practices of Insurance Training, and First Year Corporate Law.