

Thomas H. Seedorf

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Experience

Senior Technical Writer, Feb. 2023 – Present CyberCube Analytics, Inc.—*San Francisco, CA [Remote]*

- Lead documentation initiatives for product, data science, analytics, and engineering teams, enhancing risk management communication for a B2B cyber insurance/cybersecurity analytics SaaS platform.
- Documented 5 new APIs, each with 15 - 20 endpoints; streamlined 4,000+ lines of YAML to 1,400 for key APIs.
- Translated machine learning-based analytics into accessible language for global insurance professionals.
- Proposed and created a working chatbot to answer documentation questions using a large-language model (LLM); collaborated with internal stakeholders to write UI elements, test responses, and optimize the chatbot.

Senior Technical Writer, June 2022 – Feb. 2023 TuSimple, Inc.—*San Diego, CA [Remote]*

- Planned maintenance, assembly, and testing documentation for autonomous driving technology; managed deliverables among cross-functional teams that included electrical, mechanical, software, and system engineers.
- Identified and executed high-impact improvements in legacy documentation for internal engineering teams; programmed interactive forms for tracking and data collection using Apache Velocity.
- Edited and provided feedback on deliverables for several other writers; mentored a less-experienced writer.

Technical Writer / Proposal Writer, Nov. 2021 – May 2022 MediKeeper, Inc.—*San Diego, CA [Remote]*

- Created and managed a variety of internal- and external-facing documentation for a B2B health population management SaaS platform, such as help articles, API guides, and data sheets.
- Established a company-wide documentation strategy, including a standardized approval workflow, style guide, and content organization strategy; built a customer-facing doc portal from the ground up.
- Wrote 50+ page responses for RFX opportunities from health insurance companies, third-party administrators, and wellness companies; populated and maintained a database of 500+ Q&A pairs for collaboration and reuse.

Technical Writer, May 2018 – Nov. 2021 Agiloft, Inc.—*Redwood City, CA [Remote]*

- Expanded training offerings for a B2B contract management SaaS platform to include 40+ interactive modules; designed an advanced unit featuring topics on artificial intelligence, automation, and information security.
- Implemented a training feedback system for customers and employees that increased the number of participants who expressed high satisfaction by 64%.
- Spearheaded a video training initiative and tripled the number of offerings; proposed and executed an interdepartmental review process from concept to completion for all production assets.
- Collaborated remotely with a small team of writers to maintain a wiki with hundreds of user-, admin-, and developer-facing articles; developed content on data integration strategies, system design, and web APIs.

Technical Writer, June 2016 – May 2018 Pinnacle Climate Technologies—*Eden Prairie, MN*

- Executed a documentation strategy for a manufacturing company's e-commerce initiative.
- Established a department-wide asset-numbering system and formal documentation review process; reduced the per-document error rate from 0.5% to less than 0.1%.
- Created 30+ labels and 3 user manuals totaling 80+ pages for the simultaneous launch of several product lines.

Skills

- Experience with RESTful APIs, cURL, UX/UI design, SCORM/instructional design, and translation/localization.
- Tools: Confluence, Jira, Camtasia, SnagIt, Acrobat, InDesign, Illustrator, Lucidchart, Visio, SharePoint, Google and MS Office suites, oXygen, RFPIO, Docker, Postman, Swagger, Linux/Ubuntu, Git/GitHub, Strapi, Figma.
- Languages/Other: HTML, CSS, Python, SQL, JSON, YAML, XML, Markdown

Education & Certifications

Data Science; Applied AI – Professional Certs., 2022

IBM Skills Network—IBM, Inc.

AWS Certified Cloud Practitioner, 2022

Amazon Web Services—Amazon, Inc.

M.S. in Technical and Professional Communication, 2015

University of Wisconsin, Stout—Menomonie, WI

B.S. in Psychology, 2010

Minnesota State University—Mankato, MN