Thomas H. Seedorf

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Experience

Technical Writer, Dec. 2024 – Present   Beazley Security—*West Hartford, CT [Remote]*
- Collaborate with security analysts, engineers, product managers, and leadership to create internal- and external-facing content on threat analysis, incident response, risk mitigation, and system architecture.
- Review, edit, and provide feedback on threat advisories when new, high-impact threats are identified.
- Write product and UI content for an exposure management platform, including threat descriptions, impact statements, and terminology definitions; draft internal help and IT troubleshooting articles.

Senior Technical Writer, Feb. 2023 – Dec. 2024   CyberCube—*San Francisco, CA [Remote]*
- Led 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.
- 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—*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.

Technical Writer / Proposal Writer, Nov. 2021 – May 2022   MediKeeper—*San Diego, CA [Remote]*
- Established a documentation strategy for a B2B health management SaaS platform, including a standardized approval workflow, style guide, and content organization strategy; built a 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—*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%.
- 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 formal documentation review process and 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, RFPIO, Docker, Postman, Swagger, Linux/Ubuntu, Git/GitHub, Strapi, Figma, ChatGPT/LLMs
- Languages/Other: HTML, CSS, Python, SQL, JSON, YAML, XML, Markdown

Education & Certifications

Data Science; Applied AI; Cybersecurity – Professional Certs., 2022 – 2025   *IBM; Google*
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*