

Tom Belskie

Senior Technical Writer | Developer Experience | Content Strategy

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PROFESSIONAL SUMMARY

Technical writing professional with 10+ years of experience building documentation systems for SaaS and enterprise software platforms. Experienced creating developer-facing documentation, designing scalable information architectures, and leading documentation initiatives across product, engineering, and customer-facing teams.

Strong background in docs-as-code workflows, developer portals, UX writing, and AI-assisted content development. Proven track record translating complex technical concepts into clear, actionable content that drives product adoption and improves user experience.

Core Competencies: Developer Documentation • Information Architecture • Docs-as-Code • Mintlify • API Documentation • Content Strategy • UX Writing • AI-Assisted Content Development

EXPERIENCE

Senior Technical Writer, Solutions — Iron Mountain — Remote

March 2026 – Present

- Leading a documentation platform migration from a legacy CCMS stack (Paligo + Fluid Topics) to Mintlify and a GitLab-based docs-as-code workflow.
- Partnering with another writer, engineering, product, the broader docs team, and Mintlify to plan and execute the transition and unify contribution paths across the organization.
- Lead technical writer responsible for establishing customer-facing documentation programs for Iron Mountain's Solutions business.
- Designing information architecture, content strategy, and documentation standards for digital product offerings.
- Developing customer-facing and internal enablement content to improve product adoption and operational readiness.
- Partnering with Product, Engineering, Customer Success, and Enablement teams to align content strategy with business goals.

Senior Technical Writer, Platform & Data (Customer Education) — Rippling — Remote

October 2025 – February 2026

- Served as the lead writer supporting the Rippling platform's data products within the Customer Education organization.
- Planned, authored, and maintained help center content, developer documentation, tutorials, troubleshooting guides, and onboarding materials supporting both customer self-service and developer adoption.
- Supported documentation initiatives for Rippling's Developer Portal, including developer-facing content, information architecture, and docs-as-code workflows.
- Defined and evolved information architecture for customer-facing knowledge resources across both the Help Center and Developer Portal.
- Partnered closely with Customer Support teams to identify opportunities for support deflection through improved documentation, knowledge coverage, and customer education initiatives.
- Collaborated with teams utilizing Decagon AI to analyze customer interactions, develop SOPs, identify recurring friction points, and drive targeted content improvements.

Senior Information Developer I — Appian — McLean, VA

April 2025 – October 2025

- Promoted to Senior Information Developer.
- Expanded ownership across documentation strategy, information architecture, UX content, and AI-assisted content development initiatives.

Information Developer II — Appian — McLean, VA

June 2022 – April 2025

- Authored and maintained customer-facing documentation for Appian Solutions products, including help content, release communications, onboarding materials, and product guidance.
- Managed documentation and release activities for Appian GAM Solutions, supporting more than 30 product releases during a six-month period.
- Designed and built the documentation set and information architecture for Contact Lifecycle Management, one of Appian's newest solutions offerings.
- Served as UX content strategist for in-product language, messaging, and user guidance across multiple solutions products.

- Developed and maintained UX writing standards and style guidance to improve consistency, quality, and efficiency across product teams.
- Contributed to a broader documentation modernization initiative focused on improving information architecture, navigation, user journeys, and content discoverability.
- Leveraged AI-powered tools, including Gemini Gems, to accelerate drafting, content audits, gap analysis, UX content development, and front-end documentation improvements, enabling faster delivery and higher-quality customer experiences.

Senior Technical Writer — AssetWorks — Wayne, PA

July 2021 – May 2022

- Promoted to Senior Technical Writer in recognition of technical writing, content strategy, and cross-functional contributions.
- Partnered with Product Management to support documentation strategy and knowledge management initiatives across multiple product offerings.
- Contributed to efforts to standardize documentation practices and improve collaboration across previously siloed content teams.

Technical Writer — AssetWorks — Wayne, PA

March 2016 – July 2021

- Served as the sole technical writer responsible for customer-facing and internal implementation documentation for FleetFocus M5, a leading enterprise fleet management platform used by public and private sector fleets.
- Led a comprehensive modernization of the product documentation experience, auditing, restructuring, and improving 400+ help topics to increase usability, discoverability, and customer self-service success.
- Leveraged Zendesk support analytics, ticket trends, and customer feedback to identify knowledge gaps and prioritize content investments aimed at reducing support volume and improving customer outcomes.
- Partnered closely with Product Management, Engineering, QA, Professional Services, and Customer Support to deliver accurate, customer-focused documentation throughout the product lifecycle.
- Created implementation guides, training materials, workflow documentation, and release communications supporting both customer onboarding and long-term product adoption.

Customer Support — AssetWorks — Wayne, PA

March 2015 – March 2016

- Provided customer care and technical support to clients for a variety of products: FleetFocus M5, KeyValet, and MobileFocus.
- Achieved a 95% solution rate (Department Standard: 90%).
- Closed 91% of tickets within 72 hours (Department Standard: 90%).
- Participated in after hours, emergency support rotation to ensure customer coverage 24/7, 365.
- Assisted in onboarding process for new employees by providing training and advice.

EDUCATION

Bachelor of Arts – Telecommunications — *Pennsylvania State University, College of Communications*