

Ryan Thomas

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## ◆ Documentation & Content Strategy | Technical Comms | Cross-Team Project Support

Content + Documentation Specialist with 10+ years of writing and content production experience across SaaS, public sector tech, education, and corporate communications. Proven success supporting cross-functional teams in remote and hybrid environments — including Microsoft's Supply Chain Planning group — by producing SOPs, training guides, internal knowledge bases, and marketing assets. Skilled in synthesizing input from SMEs and executives into actionable content. Versatile, deadline-driven, and AI-assisted (Copilot, ChatGPT) content strategist.

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## Professional Experience

Technical Content Developer

RedCloud Consulting (Contractor for Microsoft) – Remote | Mar 2023 – Jun 2024

- Developed formal documentation and training materials for Microsoft's Change Management Office within the Capacity & Supply Chain Planning (CSCP) group
- Interviewed engineers, PMs, and analysts to create policy documentation and onboarding SOPs adopted across internal teams
- Supported transformation initiatives by organizing UAT notes, producing knowledge libraries, and increasing internal process adoption rates
- Leveraged Microsoft Copilot to streamline content creation, saving department leads significant time in SME review cycles

Content Writer

Tyler Technologies (Courts & Justice Division) – Remote | Oct 2021 – Mar 2022

- Produced technical marketing content including product one-pagers, onboarding emails, and internal sales decks
- Collaborated across sales, marketing, and product to support SaaS rollouts and product rebranding efforts
- Used proprietary automation tool (TyCAT) to manage creative workflow for content delivery across multiple stakeholders
- Wrote legacy system migration content and blog articles supporting public-sector technology adoption

## Marketing & Communications Specialist

Cambridge College – Boston, MA | Feb 2020 – Aug 2021

- Created content for web, social media, print, and radio campaigns to support enrollment and institutional partnerships
- Wrote feature stories, press releases, and branded pages to highlight DEI initiatives and academic program growth
- Maintained Drupal CMS news and marketing content; provided campaign performance reporting to senior stakeholders

## Communications Consultant (Temp Contractor)

Boston Harbor Now, Gravyty, Ibis Reproductive Health – Greater Boston | 2018 – 2020

- Managed websites, e-newsletters, donor engagement content, and event collateral for civic and nonprofit clients
- Produced annual reports, grant-related copy, and board-facing editorial updates
- Delivered timely campaign launches with multi-channel outreach (web, email, print)

## Marketing Copywriter

Hollister Staffing – Boston, MA | Aug 2017 – Jul 2018

- Produced HR/staffing newsletters, branded event content, and social media campaigns

- Created award submission packages, internal press releases, and web landing pages
  - Captured and analyzed platform engagement metrics for quarterly marketing performance reports
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## **Education**

Emerson College – M.A. in Print & Multimedia Journalism

Bridgewater State University – B.A. in English

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## **Technical Skills**

- Writing/Comms: SOPs, training guides, B2B/B2C marketing copy, onboarding docs, press releases
- Tools: WordPress, Drupal, Airtable, Trello, Canva, Mailchimp, Constant Contact, Google Workspace, MS Office
- AI & Productivity: ChatGPT, Microsoft Copilot
- Other: Adobe InDesign, Photoshop, Final Cut Pro, PowerPoint
- Adaptable To: HubSpot, ClickUp, Confluence, Notion, Zendesk