

# Tom Kosiec- Content Writer With 9+ Years Of Experience

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## SUMMARY

A versatile writer who fuses a background in content marketing and journalism to help leading technology companies create high-quality content spanning blog posts, long-form articles, profile interviews and short-form social media.

## CAREER HIGHLIGHTS:

- Created workflow training content for Instacart and DoorDash used by team staff and 2,000+ support agents
- Partnered with Nichols Research for public transit study and 30+ clients for market research/UX projects
- Produced 40+ blogs for BOCA and co-wrote press releases for AgilOne and Vonage
- Co-authored TapSense eBook featured at GamesBeat 2014 and Game Developers Conference 2015
- “2014 Should be the Year of the Mana Tree” article featured on VentureBeat and viewed 500+ times

## TECHNICAL SKILLS

Content Marketing: Blogging, Content Strategy, SEO, Web Copy, Press Releases, Profile Summaries  
Research: Surveys, Case Studies, Slide Decks, User Interviews, Research Briefs  
Social Media: Twitter, Facebook, LinkedIn, Medium, WordPress, Hootsuite  
Sales Writing: Executive Summaries, Conference Proposals, Data Sheets, Ebooks, Emails  
Technical Writing: Training Workflows, FAQs, How-to Articles, Salesforce, Macros

## PROFESSIONAL EXPERIENCE

**Content Writer, Tomkosiec.wixsite.com**, San Francisco, CA, August 2014- Present

- Creates digital marketing content for clients in diverse industries and published over 100+ blog posts

**Website visited over 6,000 times with over 4,000 unique views**

- Worked with Entail AI to research and publish written video game blogs monthly for BUFF

**7+ articles published analyzing popular games like CS: GO, Apex Legends, Valorant and Minecraft**

- Trained Instacart staff on core workflows, wrote training guides and assisted legal team with state tax analysis

**Documents used by management to improve auditor efficiency and accuracy of receipt audits by 40%**

- Consulted with 5+ DoorDash managers to strengthen writing for the Dasher, Customer and Merchant business

**100+ FAQ articles edited and improved customer support messaging used by 2,000+ support agents**

- Summarized research notes at Nichols Research to improve future studies and increase client satisfaction

**Received multiple testimonials from 30+ clients and interviewed 400+ respondents for research surveys**

- Overhauled BOCA blog by creating features, opinion pieces, staff interviews and news roundups

**Published 40 original blog posts and increased website views by 31%**

## ADDITIONAL PAST CLIENTS

CoWorkers, The Big Bold, Bevov, Socialhaus, Northern California Cherry Blossom Festival, Paige & Paxton, Blue Stacks, Steele Recruiting, Vonage, AgilOne, Jitterbit, Driven2Drive, Airpush, Cafe Britt and Dylan's Candy Bar

**EDUCATION-** Bachelor of Arts, Journalism, University of Wisconsin- Milwaukee

## TESTIMONIALS

Michael Constantine

**Team Lead, Trust & Safety Reconciliations at Instacart**

Tom was an impactful member of the Reconciliations team at Instacart. Tom was a subject matter expert for all of the team's workflows and took every opportunity to share his knowledge. In addition to training new team members (myself included), Tom created workflow documentation that was both comprehensive and easy to understand. Tom was also focused on the team's overall performance and created processes to ensure core work was completed in a timely manner. Tom will be a valuable contributor to any team he's on and has my highest recommendation.

Jordan Eggers

**Content Marketing Writer & Editor at BOCA**

Tom is a hard-working and diligent employee that would make a great addition to any company. He has a willingness to learn new subjects and isn't afraid of a challenge. While working with me at BOCA Communications, he tackled various topics for the company blog and did so with a positive attitude -- even when the content seemed intimidating. He was open to editing changes and, also, available to brainstorm new and interesting content ideas. I would be happy to recommend Tom for future positions.

George Rafeedie

**Founder of Tell Your Story & CoWorkers**

Tom helped us gather great information from several of our members who are highlighted on our website. He set up the interviews, conducted interviews, captured some great insight that brought our members to life, and helped us finalize and post. The coworking space is only as valuable as its great members, and Tom's organization, responsiveness and writing helped us highlight several.

Dustin Zarnikow

**Editor at UWM Post**

Tom is the reliable, mild-mannered kind of guy that not only gets along well in a team setting, but improves team morale just by his being there. Tom is forward-thinking and open minded to criticism. He is always a positive thinker. He is not afraid to go the distance to produce superior work, and he has proven so while juggling multiple projects and abiding by deadlines. Tom's well-rounded knowledge and capable attitude made him just the attentive and prepared kind of guy I needed in the office. Ask Tom to bat and he will gladly step up to the plate.