

Robert Lewis Thornton

Senior Technical Writer | System Documentation & Regulatory Compliance

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A senior documentation specialist with deep experience in regulated industries, specializing in cybersecurity, federal compliance, and structured documentation. Known for enhancing clarity, audit development, and process alignment across high-stakes environments.

Selected Experience in Regulated Environments

- **Federal Railroad Administration (DOT):** Edited technical reports and research documentation for the Office of Research, Development, and Technology (ORD), ensuring compliance with Section 508 accessibility guidelines. Streamlined the review process for over 25 railroad technology documents through SharePoint-based workflows.
- **Department of Labor (DOL):** Created and maintained procedural documentation aligned with federal compliance and audit-readiness. Standardized multiple network-oriented SOPs for sysadmin and user-facing materials used across regional offices.
- **American Dynamics (CCTV):** Produced installation guides and user manuals for security hardware and software systems. Created documentation that sped up the merger of local office into the corporation by 50 percent.
- **OWASP Cheat Sheet Series (Volunteer Contributor):** Edited and reissued more than 20 security-oriented “cheat sheets” based on open standards and best practices. Applied rigorous editorial workflow and version control over multiple cheat sheets. (Full open source resume available on request.)

Technical Skills

- **Documentation Tools:** MS Word, FrameMaker, PowerPoint, InDesign, SnagIt, Visio, Confluence, JIRA, Oxygen XML
- **Software Tools:** Git, Markdown, DITA, VS Code, Adobe Acrobat Pro X
- **Cybersecurity & Compliance:** TCPDump, Wireshark, Google Chronicle, NIST Cybersecurity Framework, Incident Response

Certifications

- ITIL Foundation (2011)
- Google Cybersecurity Certificate (2023)
- Responsive Web Design Certification, freeCodeCamp, (2023)

Current Professional Experience

Freelance Technical Writer & Editor (August 2022 – Present)

Delivered technical writing and consulting services for high-security standards-driven environments, including improving documentation accuracy and accessibility across multiple high-profile projects.

- **P3MS Inc. (Nov 2024 – Jan 2025):** Streamlined software requirements management for development teams.
- **Elite Editing (Aug 2024 – Sept 2024):** Delivered impactful IT case studies for client publications.
- **Feisty Duck (May 2024 – June 2024):** Developed cybersecurity-focused newsletter abstracts using DITA XML.
- **LibreOffice Project (Aug 2023 – Sept 2023):** Enhanced user manuals and SOPs, improving usability.

Education

Carnegie Mellon University – Pittsburgh, PA

Master of Arts in Professional Writing, December 1999

Emphasis on software documentation, online design, and desktop publishing

University of Maryland Baltimore County

Bachelor of Arts in English, December 1992

Graduated with 4.0 in journalism; completed journalism internships and served as Retriever staff writer.