● available for opportunities

Katie Horne

Senior Technical Writer

Jacksonville, FL / 916-420-3267 / katie@23spoons.com / linkedin.com/in/khorne3 / github.com/khorne3

Technical skills

DOCS Docusaurus, Mintlify, Swagger/OpenAPI, Confluence/Jira, Markdown/MDX, Postman, docs-as-code methodology

TECH Git/GitHub/GitLab/Bitbucket, CI/CD integrations, HTML, CSS, JavaScript, Python, C#, .NET Framework, T-SQL, VB.NET

Experience

Senior Technical Writer — Semgrep, San Francisco, CA

2023 – 2026

- Wrote and edited CI/CD integration guides, quickstarts, and incident response playbooks for Semgrep's application security platform, translating complex security workflows into developer-focused documentation that drove product adoption.
- Collaborated with engineering, product, and support teams to transform subject-matter expert input into clear, digestible user-facing content.
- Analyzed documentation usage data in Fullstory and Google Analytics to identify gaps and prioritize content improvements on the docs roadmap.
- Maintained and evolved Semgrep's technical writing style guide, ensuring consistency across all published content.
- Managed Semgrep's open-source documentation site (Docusaurus, Mintlify, Markdown, MDX) and its tooling, using Git and GitHub for version control and collaboration.

Senior Technical Writer — Qwiet AI, San Jose, CA

2019 – 2023

- Owned all technical documentation for the preZero application security platform, including CI/CD integration guides, API references, and Postman collections.
- Wrote quickstart guides and dashboard/usage documentation to reduce onboarding friction and build user confidence during platform adoption.
- Partnered with engineering, customer success, sales, and marketing teams to identify and resolve documentation gaps, developing best-practice content and new tutorials based on field-team feedback.
- Validated and edited technical documents for accuracy and consistency to ensure optimal user experience.

Technical Writer — Auth0, Bellevue, WA

2016 – 2019

- Wrote API references, in-depth tutorials, and software architecture guides for Auth0's developer audience.
- Designed, organized, and wrote documentation for new features and products, including passwordless authentication, custom social extensions, third-party integrations, SAML/SSO, API integrations, and private cloud deployments.
- Created and published code samples for developer documentation.
- Partnered with customers to gather feedback on docs, reducing support burden.
- Collaborated with design to implement improvements based on community suggestions.
- Collaborated with Customer Success and Technical Support teams to identify and resolve docs site usability issues, improving navigation, search functionality, and content findability based on user feedback and analysis of support tickets.

Software Engineer — IMA Technologies, Roseville, CA

2015 – 2016

- Expanded skill set to include C# and .NET Framework.
- Authored unit tests to increase testing coverage and refactored instances of dynamic SQL to parameterized SQL/stored procedures.
- Introduced features such as dynamic text/SQL-to-RTF generation and SQL-to-VB.NET/VB.NET-to-SQL conversion to support custom software configuration.

Business Systems Analyst — IMA Technologies, Roseville, CA 2011 – 2015

- Designed, implemented, and maintained customized medical management software solutions for health care and social service organizations.
- Wrote SQL queries, VB.NET scripts, and XAML to meet client needs, including query optimization/customization, report generation, automated EMR delivery, and integration with claims systems and data repositories.
- Elicited business requirements and bridged communication between business and IT teams to deliver comprehensive solutions.

Additional experience

Fractional Technical Writer — 23spoons, Jacksonville, FL 2016 – Present

- Delivered technical writing services to boutique software companies and startups, specializing in API documentation, integration guides, and developer tutorials for SaaS platforms.

Education

Smith College — Bachelor of Arts in Mathematics, Economics

freeCodeCamp — Certificate in Software Engineering