

GINGER MOSKOWITZ

EXPERIENCE

SENIOR TECHNICAL WRITER

UKG, 2250 N Commerce Pkwy, Weston, FL 33326

2011 to present

Responsible for help file, installation guides, release notes, and other user manuals for UKG AutoTime, a workforce management application that tracks time and labor.

- Collaborating with software engineers to write instructions for product installation, configuration, and use.
- Testing software to verify functionality
- Documenting interface processes, including APIs
- Creating installation guides for JBoss and WebLogic application servers
- Creating software video demonstrations using SnagIt and VSDC
- Writing release notes for quarterly and as-needed patch releases
- Using Jira to report and track documentation issues
- Using Git to track documentation changes and versions
- Working with third-party vendor to rebrand help file for resale
- Creating internal documents and videos to explain technical writing procedures

TECHNICAL WRITER

Kaba Workforce Solutions, 3015 N. Commerce Parkway, Miramar, FL 33025

2008 to 2011

Wrote and edited user documentation for AutoTime 6 and AutoTime 7 (release notes, new features, updates to existing help files and manuals).

- Wrote and edited software documentation including user guides, installation guides, and technical configuration manuals.
- Created on-line help with RoboHelp and printed manuals with Microsoft Word.
- Created demo movies (flash format) accessible from the on-line help for tutorial and training purposes.
- Managed customer-specific documentation for multiple versions of the same software.
- Wrote the weekly release notes for customer upgrades.
- Edited the employee newsletter.
- Occasionally edited marketing brochures and white papers.

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SKILLS & ABILITIES

- Creating and editing help files using RoboHelp
- Using Office 365 and Acrobat to create manuals
- Using SnagIt to create and edit images and videos
- Using Git and SVN for version control
- Using Jira to track software and documentation issues
- Maintaining document library in SharePoint
- Managing multiple projects at once
- Maintaining detailed records of documentation changes
- Troubleshooting documentation issues

EDUCATION

- M.A. in English, Illinois State University
- B.A. in English, University of Florida