

EXPERIENCE

SENIOR TECHNICAL WRITER

UKG, 2250 N Commerce Pkwy, Weston, FL 33326. March 2020 to present.

Kronos, 880 SW 145th Ave #304, Pembroke Pines, FL 33027. July 2015 to March 2020.

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

2011 to 2015

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.

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