

Ginger Moskowitz

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Miami, FL 33186

Professional Summary

Dedicated, resourceful Technical Writer with over 10 years' experience, specializing in software systems, products, and interfaces. Adept at working closely with developers and QA teams to deliver high-quality documentation. Passionate about translating complex technical concepts into user-friendly materials that empower end-users.

Work 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.

Writing and editing user documentation for UKG AutoTime, a workforce management application for the defense and aerospace industries that tracks time, attendance, and labor to ensure DCAA compliance.

- Writing, editing, and generating the application's context-sensitive help file.
- Writing and editing installation guides for using AutoTime with JBoss and WebLogic application servers.
- Writing release notes for quarterly and as-needed patch releases.
- Documenting the application's interface processes, including APIs.
- Interviewing developers and SMEs to obtain information about the application's installation, configuration, and use.
- Testing software to verify the functionality being documented.
- Maintaining an internal Documentation Procedures guide.
- Assisting an AutoTime reseller with rebranding the help file for their customers.
- Creating software video demonstrations using Snagit and VSDC.

Technical Writer

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

June 2011 to July 2015

Wrote and edited user documentation for AutoTime 6, AutoTime 7, B-COMM for PeopleSoft, and B-COMM for Oracle Time and Labor. The AutoTime product was acquired by Kronos in 2015.

- Created on-line help with RoboHelp and printed manuals with Microsoft Word.
- Wrote and edited user guides, installation guides, and technical configuration manuals.
- Created video demos accessible from the on-line help for tutorial and training purposes.
- Managed customer-specific documentation for AutoTime and custom payroll applications.
- Wrote the weekly release notes for customer patches.
- Occasionally edited the employee newsletter, 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 Jira to track software and documentation issues
Using Git and SVN for version control
Maintaining document library in SharePoint
Managing multiple projects at once
Maintaining detailed records of documentation changes
Troubleshooting issues with documentation tools

Education

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