

## 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 and SVN 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.

## GINGER MOSKOWITZ

**SKILLS & ABILITIES**

- Creating and editing help files using RoboHelp
- Using Office 365 and Acrobat to create manuals
- Using SnagIt to create and edit images
- Maintaining document library in SharePoint
- Managing multiple projects at once
- Maintaining detailed records of documentation changes
- Troubleshooting documentation issues

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**EDUCATION**

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