

Steven Wicinski





Professional Background & Experience









Experience Portfolios

- Management and Consulting
- UX Design/Technical Writing
- Copywriting
- Marketing Communications
- Process Design
- Training Development
- Translations/Localization
- Customer List











Introduction

I am an accomplished content strategist, technical communicator, trainer, software developer, and manager with extensive experience across industries, including:

- Banking
- Legal
- Marketing
- Construction
- > Insurance
- Publishing
- > Real Estate
- Music



I keep projects on track, within budget, and consistently exceed goals. As an innovative thinker, I leverage expertise in content planning and audience analysis to enhance the user experience.





Career Highlights

- > 25+ years of experience in banking software and technology communications.
- Led a documentation transition that saved NCR \$7M annually by moving hardware/software publishing to online platforms.
- Supported banking applications deployed at 700+ financial institutions.
- Designed documentation and training programs for NCR banking systems (CIF, Starcom, Autobank, etc.).
- Directed a 70-member IT team in OH and NJ to implement advanced publishing technologies across NCR.
- Assisted NCR leadership in transitioning software documentation and related assets during the Teradata Corporation spin-off and the sale of NCR's banking software to Fiserv Inc.
- Modernized Green Dot Corp's API documentation by migrating to an online portal, boosting partner satisfaction.
- Expanded LexisNexis legal application localization to 30 languages, driving global adoption and subscriber growth.
- Reached 5K+ international professionals by publishing the TechCom Manager newsletter.
- Reduced developer effort by maintaining and streamlining reusable software libraries.
- Championed new publishing solutions for NCR/AT&T as keynote speaker at technology forums.
- Promoted Wright State University's Technical Writing program, encouraging student enrollment and visibility.







Career Timelines





- Tech Comm
- Marketing Comm
- Publishing Solutions
- Conversions
- Training
- Installations

- Tech Comm
- Marketing Comm
- Training
- Corp Guidelines

Managing Editor (2004 - 2014)

- · TechCom Mgr News
- NCR Retiree News

- Tech Comm
- · Marketing Comm
- UX App Design
- · Process Design
- eMail Marketing
- Copywriting
- Client Training
- Proposals
- Metrics
- Newsletters
- Press Releases
- Coding Repository
- Surveys
- Web Pages



CONSULTING SERVICES



Green Dot

API Documentation

· API Testing

UX Design

· Portal Dev

Process Design

Software Dev Kit

Release Documents

Various Clients

- Marketing Comm
- Newsletters
- Comm Plans
- · Email Campaigns
- Copywriting
- Advertisements
- Surveys
- Websites
- Logo Design
- Proposals
- · Press Releases
- · Published Articles

LexisNexis

- Database Dev
- Translations
- UX Design
- Process Design
- User Help Dev
- Video Training
- Release Documents

KoKosing

(2017 - 2019)

- · Online User Help
- · Process Documents

E-Risk

- Tech Manuals Online Help
- · Self-Help Guides
- · Training Manuals
- Process Design
- · UX Design
- Policies
- FAQs

Various Clients

- H.S. Curriculum Dev
- Tech Comm
- Marketing Comm
- Websites
- Advertisements
- Social Media Dev
- · Government Proposals

1978 - 1981 1981 - 1992 1992 - 1995 Sr. Systems Analyst Systems Analyst Sr. Tech Writer

For job summaries, refer to Linkedln.









Additional Details

- Awards & Honors
- Training & Certifications
- Letter of Recommendation
- > Skills, Tools, & Technologies
- Professional References (provided upon request)

