



# 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

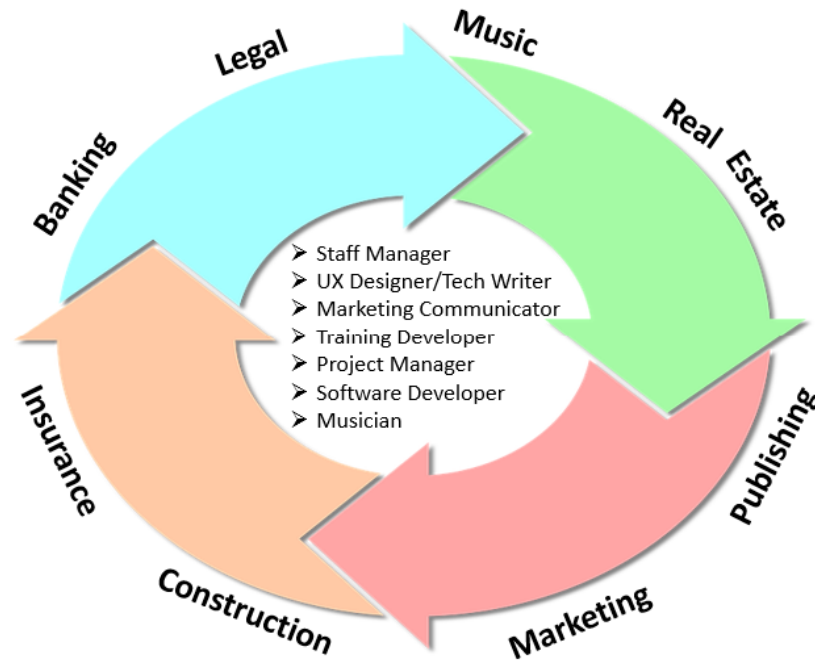




# Introduction

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



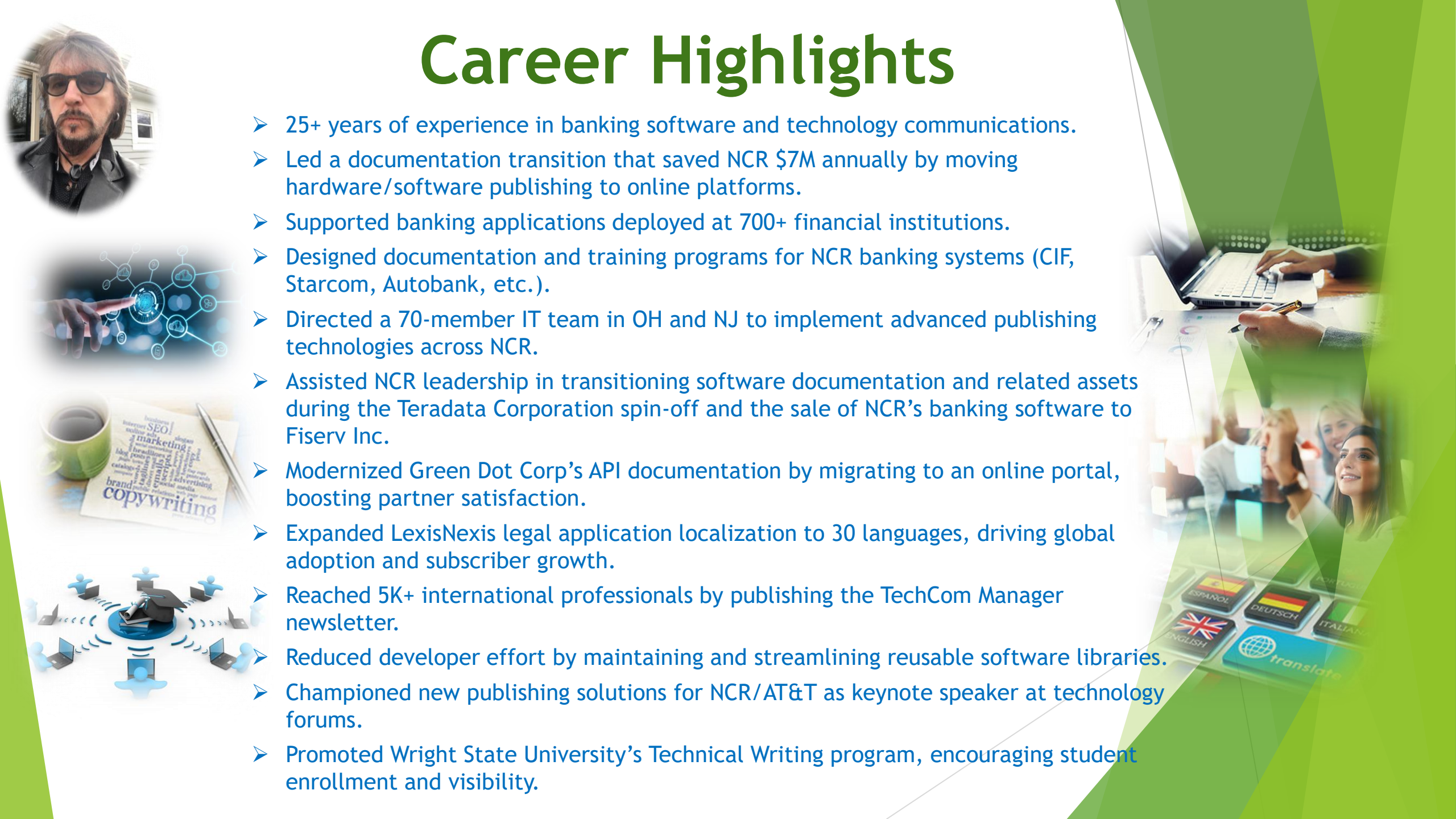
I keep projects on track, within budget, and consistently exceed goals. As an innovative thinker, I leverage expertise in content planning and audience analysis to enhance the user experience.





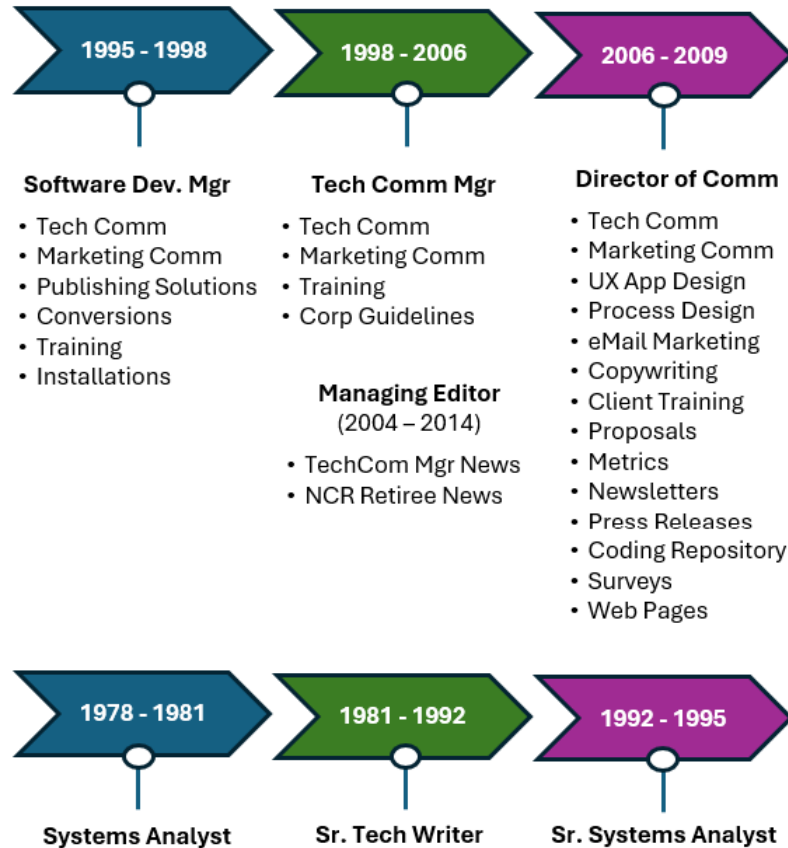
# Career Highlights

- 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.

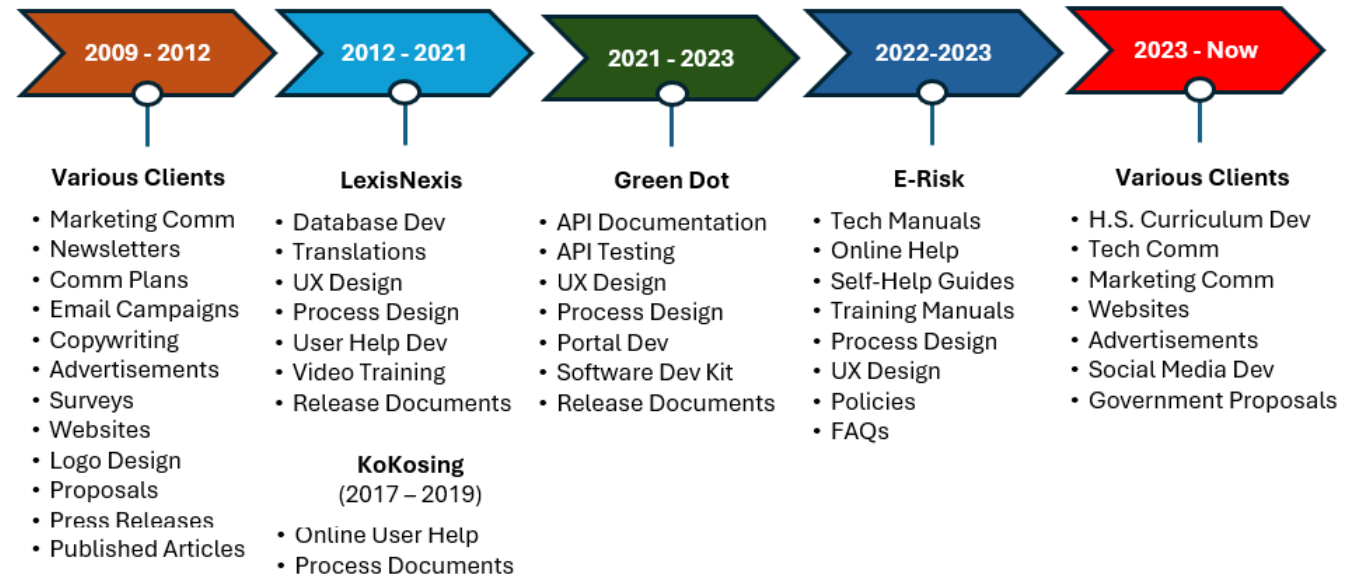




# Career Timelines



CONSULTING SERVICES



For job summaries, refer to [LinkedIn](#).



# Additional Details

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

