

Ginger Gillenwater

PMP | Clinical Project Manager | Technical Writer| VA
Knowledge/Learning Management System Administrator

Qualifications

Award-winning professional with 20+ years of experience in technical writing, project management, and content/knowledge management systems. Recognized for driving efficiency, improving processes, and leading teams to deliver impactful solutions. PMP-certified with deep expertise in SharePoint, Blackboard, and enterprise learning platforms.

Experience

Tech Writing/PMP/System Administrator/manager **2020-Present** **SoldierPoint Digital Health**

- Lead Connected Care Academy (VA Digital Health Office) content and system development, training, and technical support.
- Designed and executed a system maintenance plan and streamlined publishing workflows, reducing telehealth manual publication time.
- Authored 100+ job aids, training videos, and manuals to improve proficiency.
- Managed and mentored a team of technical writers, ensuring high-quality deliverables.
- Developed custom tools with HTML/JS/CSS to enhance user experience and system efficiency.
- Recipient of the Iron Bow Silver Arrow Award in 2021 for excellence in technical leadership, innovation, and client satisfaction.

Web Design/SEO /Content Writing **2007-2020** **The Gillenwater Group, LLC**

- Built and managed websites, including eCommerce, tailoring Solutions to client goals.
- Designed and executed SEO strategies (on-page and off-page), Improving search visibility and client ROI.
- Produced content marketing assets (blogs, eBooks, product descriptions, web copy) that drove engagement and sales.

Education

Psychology **1998-2003** Ohio University Ironton, Ohio

Psychology Club, Electronic Media Club, and writer for the campus newsletter

Technical Skills

WordPress, Amazon Web Services, Photoshop, Google Analytics, Blackboard, Monday, SharePoint, Microsoft Suite, Canva, 508 compliance, HTML/CSS/JS, Slack, LMs and CMSs

CERTIFICATIONS

Project Management Professional (PMP), Google Analytics, Google Mobile Sites, and Business Fundamentals

Leadership and Community Engagement

Chairperson of Ironton aLive, an economic development non-profit from 2015 to 2020 and co-chair from 2020 to 2023.

Awards

2021 Q1 Iron Bow Silver Arrow Award.