

Peter Bates

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Summary

A writer and web designer with nineteen years experience writing about data communications, financial software, medical issues, internal procedures, programming languages, hardware, and database products. Works with the following technologies: web design, implementation, marketing, and SEO; desktop publishing; online help text. Writes both technical and promotional literature and helps set and maintain company writing and production standards. Designs graphics to support documentation.

Experience

Bates Communications, Boston, MA

February 2002-Present

Founded marketing consulting company offering clients "one stop shopping" with web services, writing, marketing collateral, and ad design.

MIT School of Engineering, 33 Mass. Ave. Cambridge, MA.

June 2002

Using Dreamweaver, developed content for the School of Engineering manager's orientation web site.

Fidelity Marketing Communications, 300 Puritan Way, Marlborough, MA. October 2001-February 2002

Using Dreamweaver and HomeSite, developed web content for the Plan Sponsor website, as well as other Microsoft Word based documentation relating to FIRSCo's marketing communications department. Worked on design committee. Used Visio and screen capture software to develop graphic support for the print documentation.

Wellington Management Company LLP, 200 State St., Boston, MA.

May-July 2001

Using Dreamweaver, developed web content for the IS Managers Handbook, an internal guide to managers working in the Wellington Management Company's Information Services department. The guide detailed corporate policies and procedures. Used Visio to develop graphic support for this online documentation. Also edited HTML and DHTML code.

Fidelity Capital Group, 100 Summer St., Boston, MA.

February-May 2001

Using Microsoft FrontPage, designed and implemented a web site for Fidelity Capital users to use when configuring and gathering information about remote access. Provided all content. Used Adobe Photoshop and Visio for graphic support. Also edited HTML code.

Fidelity Marketing Information Group, 100 Summer St., Boston, MA.

March 2000-February 2001

Using Microsoft FrontPage, worked on web design, content, and implementation, as well as MS Access databases, to support Fidelity's internal Marketing Information Group clients. Worked with ASP pages linked to the MS Access databases. Used Visual SourceSafe for version control.

Cisco Systems, 300 Apollo Drive, Chelmsford, MA.

March 1999-February 2000

Using Adobe FrameMaker, developed software documentation for the Cisco Network Registrar, a tool that allows network administrators to manage their IP address space. Worked with FrameMaker's native graphics program to create and edit drawings.

Ennovate Networks, Inc., 330 Codman Hill Rd., Boxborough, MA.

January-March 1999

Using Adobe FrameMaker, created hardware documentation for the Ennovate Envoy 1600, a multi-service IP edge switch.

Stop & Shop, 1385 Hancock Street, Quincy, MA.

July 1998-December 1998

Using Lotus Domino.doc and Visio graphics, provided hardware and software overviews of the company's computer and network environment. This project was designed for new hires, consultants, and technical service trainees.

Thompson Financial, Alewife Parkway, Cambridge, MA.

January 1998-July 1998

Edited and rewrote documentation about a reporting module of a financial software product. I also converted material from Microsoft Word to FrameMaker format.

Windata, 543 Great Road, Littleton, MA.

October 1997-December 1997

Using Adobe FrameMaker, developed hardware documentation for the CyberPort wireless multiplexor product.

The Counsell Group, 53 State Street., Boston, MA.

July 1997-October 1997

Provided web documentation for a sales force lead-tracking program, developing both Winhelp and print media.

Lotus Development Corporation, 1 Rogers Ave., Cambridge, MA.

August 1996-July 1997

Created documentation for the Domino suite of products, designed to aid customers building web sites.

Cisco Systems, Tewksbury, MA.

October-December 1996

Using Adobe FrameMaker, worked on Release 2 of the Cisco Token Ring Switch User Guide, which involved converting the document from Microsoft Word to FrameMaker format.

Lotus Development Corporation, 1 Rogers Ave., Cambridge, MA.

January-October 1996

Wrote Lotus Notes help text for a strategic business partner application, using Lotus Notes 4.0.

Nashoba Networks, Littleton, MA.

October-December 1995

Completed an administrator's guide for the Concord Token Ring Switch and installation guides for the Acton Token Ring Media Center modules. Both of these projects involved documenting extensive procedures and creating complex graphics.

Miscellaneous writing assignments

1982--1994

Generated audio-visual presentations, image brochures, and technical manuals. The following is a partial listing of corporate clients:

The Arbor Hospital	Melrose-Wakefield Hospital	Lotus Development
Christensen Computer Systems	Museum of Fine Arts	Hewlett-Packard
Codex Corporation	Itek Corporation	Softword
BGS Systems	Neponset Valley Health System	Wang Laboratories
Boston Edison	Polaroid Corporation	BBN Communications
Gould Modicon	Raytheon Data Systems	Dun & Bradstreet Software
Harvard Business School	International Business Center	National Computer Systems
FTP Software	Funk Software	Shiva Corporation
Fidelity Systems Group		

Hardware (partial list)

C/70 UNIX, Digital VAX, IBM 3270, IBM PC, Macintosh, SunOS workstation.



Data Communications

Banyan VINES, DHCP, DNS, Novell NetWare, SNA, TCP/IP, X.25.

Software Applications (partial list)

Adobe (Acrobat, FrameMaker, PhotoShop, InDesign, PageMaker), CGI, CSS, Con [redacted] w!, dBASE II, DHTML, Digital VMS, FTP Software, HTML, Interleaf, L [redacted] (Domino.doc, Domino web site [redacted] der, Freelance, Notes, ViP, WordPro), Macr [redacted] dia (Dreamweaver, Fireworks, Flash, Freehand), Microsoft (Access, Excel, FrontPage 2000, NT, Office, Outlook, PowerPoint, Publisher, Windows [95, 98, 2000, XP], Windows Help compiler, Word [Macintosh and Windows]), QuarkXpress, RoboHelp (Enterprise and standalone), RoboHTML, SQL, UNIX, Visio, Visual Basic, Visual SourceSafe.



College Education

Bates College, A.B. in English & Journalism

Professional Association

Society for Technical Communications (STC)