

Bill Steele

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- Objective** Technical Writer, Trainer, Manager, Support – any task where there is a good fit for my talents and interests, and your requirements.
- Tools & Skills** Expert user of: Microsoft Word, PowerPoint, Excel
Adobe RoboHelp, FrameMaker, Dreamweaver
Adobe Illustrator, PhotoShop, Acrobat
- Have documented or developed products in these areas: Database security, network management, wireless communications, financial applications, operating systems
- Familiar with and able to develop coding examples using:
JavaScript, Java, Perl, C, C++, Forth, and IBM assembler language
- Work History**
- 2008-2012 Breakwater Sports**, Lexington, MA
Sole proprietor of triathlon and multisport coaching company
- 2004-August 2008: Guardium, Inc**, Waltham, MA
Position: Senior Technical Writer for start-up database security company
Duties: Using Word, Acrobat, and Illustrator, wrote the Administrator Guide, User Guide, Installation Guide, Upgrade Guide, Release Notes, and various Supplements, Data Sheets, and White Papers. Using RoboHelp, created online WebHelp system. Provided telephone and onsite support for early customers, onsite customer training and installation of the server. Using PowerPoint, developed training materials and classes for customers, resellers, and new hires. Provided classroom training and trained the trainers.
- 2001-2004: State Street Corporation**, Quincy MA
Position: Web Developer III in the Infrastructure Technology Division (ITD)
Duties: Using Java, Perl, JavaScript, LotusScript, and SybPerl, developed internal web-based systems for call tracking, software license management, and queue definition requests. Using HoTMetaL, created HTML help for the above systems. Using Word, wrote various manuals.
- 1987-2001: Netwa, Inc**, Gloucester, MA
Technical writing and programming consultant. Partial list of clients and tasks:
- Verbind, Inc:** HTML Help, Installation Guide, internal docs for a CRM product
- Fleet Bank:** WebHelp system for online credit card payment system
- Scientific American:** Process Manual for migrating software to production servers
- Lotus Development Corporation:** Help for Freelance Graphics and LotusScript
- Phoenix Technologies Ltd:** Internals docs for BIOS and PostScript interpreters
- CrossComm Corporation:** User Guide and Help for network device management
- Pacer Software:** Programmer's Reference for the UNIX AppleTalk API
- Avery-Dennison:** Manuals for printing, labeling, automated warehouse systems
- Legent/BST:** Parsers and report generator for development control product
- Cullinet Software:** Online query and reporting tools
- John Hancock:** Statistical subsystem to monitor performance of online applications
- 1980-1987: Carleton Corporation**, Boston, MA
Co-founder and VP of Development. Designed and developed special-purpose program generators and compilers, using IBM mainframe assembler language. In 2000, Carleton was acquired by Oracle Corporation.
- Education** Boston University, College of Liberal Arts, BA
- Other Interests** Triathlon, open-water swimming, kayak racing