

Resume: William Bentley

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Citizenship: U.S.

Tools Summary

- FrameMaker 8 (Sun & Windows)
- RoboHelp (Windows)
- Adobe Creative Suite – Photoshop, Illustrator, InDesign (Macintosh)
- Version Control – VSS, SVN, Git
- MS Word, PowerPoint and MS Project
- Linux/Apache/PHP/MySQL
- ArborText SGML Editor (OS/2)
- IBM BookMaster/ProcessMaster (VM & OS/2)

Experience Summary

Projects

HP/PROCURVE – ROSEVILLE, CA: Senior Technical Writer (9/2006 to Present)

Developed and updated print and web documentation for AP-530 and other wireless access points. Updated documentation for various wired and wireless network devices.

Subject Technologies: Wireless networking, web authentication, IPv6, SNMPv3, sFlow, PoE.

SAMSUNG – SAN JOSE, CA: Senior Technical Writer (12/2005)

Developed white papers on Samsung's IP Phone, IP PBX, ISP vertical market solutions, and the iBG-2006/2016/3026 family of high-security, high-performance switches.

Subject Technologies: MPLS routing, L2/L3 switching, VoIP, PoE

FABRIC 7 – MOUNTAIN VIEW, CA: Senior Technical Writer (2/2005 to 4/2005)

Updated the Q160 Software Configuration Guide to include CLI commands in a new OS release for the Q160 enterprise-class fabric server.

Subject Technologies: VoIP, IP PBX, MPLS routing

CISCO – SAN JOSE, CA: Senior Technical Writer (1/2005 to 4/2005)

Updated Standards & Guidelines documents on Service Provider Carrier Class Requirement Specifications, and Hardware Design for Reliability Guidelines (for Cisco design engineers).

Subject Technologies: High-availability switches

COSINE – REDWOOD CITY, CA: Senior Technical Writer (8/2004)

Updated the *IPNOS CLI Configuration Guide* for the Control Blade on IPSX 3500 and 9500 service processing switches, covering installation, optimization, virtual routers, virtual interfaces, MPLS traffic, VLANs, QoS, routing policies, security, and so forth.

Subject Technologies: Switch configuration

IBM – MONTPELLIER, FRANCE: Senior Technical Writer (11/2003 to 4/2004)

Developed the *WAC Installation and Customization Guide*, documenting an installation and configuration tool for IBM EMEA's internal mainframe (MVS) automated operations platform.

Subject Technologies: Remote mainframe configuration, IBM BookMaster documentation

SANERA SYSTEMS – SUNNYVALE, CA: Senior Technical Writer (10/2002 to 11/2002)

Updated the *CLI Command Reference* for the DS10000 datacenter switch for SANs.

Subject Technologies: Storage area networks

CISCO – SAN JOSE, CA: Senior Technical Writer (6/2002 to 7/2002)

Updated the *MetroPlanner Operations Guide*, documenting Cisco's network design software for graphical modeling of optical networks.

IBM - LAGAUE, FRANCE: Senior Technical Writer (3/2002 to 6/2002)

Documented (in Microsoft Project) ongoing team activities for the design, deployment, installation, handover, migration, operations, support, and remote management of a large-enterprise datacenter in Paris.

Subject Technologies: Datacenter management, project management

VISTO INC. - SANTA CLARA, CA: Senior Technical Writer (11/2001 to 2/2002)

Documented beta versions of Visto mLynx, a wireless messaging system with Windows NT server and Palm OS and PocketPC mail clients: *Getting Started*, *Online Help*, and *Administrator's Guide*.

Subject Technologies: Palm OS (via Emulator); Code Warrior for Palm OS (for online help); PocketPC; Wireless Messaging; SNMP

BYTEMOBILE INC. - SANTA CLARA, CA: Senior Technical Writer (10/2001 to 11/2001)

Produced *Administration Guide* for Macara Wireless IP Platform Network Management Subsystem. Topics included performance and fault management, Bytemobile Enterprise MIB and other supported MIBs, SNMP management applications, customizations for HP OpenView, and SNMP agent.

Subject Technologies: HP OpenView; Wireless Network Management; SNMP

AGILENT – AMSTERDAM, NETHERLANDS: Senior Technical Writer (8/2001 to 9/2001)

Developed the User's Guide for Agilent's NITS inventory tracking system for used equipment (a Microsoft Access application).

Subject Technologies: Database user interface and procedures

TEJA TECHNOLOGIES INC. - SAN JOSE, CA: Senior Technical Writer (4/2001 to 6/2001)

Documented graphical OOP development tools used to design software for network processors (such as Intel IXP1200) on Teja's Network Processor Operating System (NPOS). Developed tutorials demonstrating basic use of graphic interface and procedures for interfacing with VxWorks Simulator and IXP 1200 Workbench applications.

Subject Technologies: Network processors; Operating systems; OOP application design tools; Intel IXP1200

CLARIFY (NOW NORTEL) - SAN JOSE, CA: Senior Technical Writer (7/2000 to 10/2000)

Documented the reference implementation of the Clarify Customer Portal, a JSP-based B2B/B2C web portal application with customizable modules for order management, support, case management, site administration, user login and profile maintenance, and online help. Updated existing documentation to reflect changeover from ASP to JSP/JavaScript implementation. Documented server environment planning and installation of web applications.

Subject Technologies: Active Server Pages (ASP); Java Server Pages (JSP); JavaScript Classes; Web portal design

iPLANET - SANTA CLARA, CA: Senior Technical Writer (7/2000 to 9/2000)

Documented procedures for administrators migrating from legacy Netscape Messaging Server 4 and Sun Internet Mail Server 4 to their successor, iPlanet Messaging Server 5. Developed scenarios for single- and multiple-server installations and guidelines for high-availability configurations.

Subject Technologies: Internet mail/messaging applications; IMAP; POP; MTA; Sun Internet Mail Server (SIMS); Netscape Messaging Server (NMS)

SUN MICROSYSTEMS - PALO ALTO, CA: Senior Technical Writer (1/2000 to 6/2000)

Developed 50-slide PowerPoint presentation as course materials documenting APIs to the Wireless Profile of Java 2 Micro Edition, based on MID and CLDC standards. Wrote a White Paper for the Solaris Developer Connection website on adopting Solaris 8. Wrote two White Papers for the Solaris Developer Connection website on techniques for printing under Solaris.

Subject Technologies: Solaris 8, Solaris; LP Subsystem; Printing, Wireless Java APIs; CLDC; MID

IBM - LAGAUE, FRANCE: Senior Technical Writer (8/1995 to 9/1999)

Produced printed and PDF format documentation for IBM screenphone management software for ISPs; for IBM 8285 Nways ATM Workgroup Switch; 8265 Nways ATM Switch; 8260 Nways ATM Switch.

Subject Technologies: Remote terminal configuration; Proxy server configuration; Customer-care systems; Self-care systems, ATM Switching; OC3/STM1; E3/DS3; E1/T1; 155Mbps ATM; 622Mbps ATM

AMADEUS - SOPHIA-ANTIPOLIS, FRANCE: Senior Technical Writer (3/1995 to 5/1995)

Produced user guides for Windows-based X.25 and dial-up versions of AmadeusPro (travel agency software with enhanced interface to Amadeus central reservations system)

Subject Technologies: Travel reservation software.

UNIFACE BV – AMSTERDAM, NETHERLANDS: Senior Technical Writer (4/1994 to 12/1994)

Documented DBMS drivers and, CASE bridge tools for Uniface Six, a multiple-platform, client-server application development environment. Documents included: *DBMS-Specific Guide*, *CASE Bridge Cookbook*, and *CASE Synchronizer Utility*.

Subject Technologies: DBMS drivers;, CASE tools; Oracle; RDB; Sybase

SHELL NEDERLAND (SNI) – RIJSWIJK, NETHERLANDS: Lead Technical Writer (1/1992 to 2/1994)

Documented internal procedures and in-house and commercial applications. Designed named styles for BookMaster documents output to IBM 3820, PostScript, and on-line formats. Responsibilities included interviewing, writing, artwork design, final editing, preparation of, Camera-ready PostScript output.

Subject Technologies: MVS batch procedures; Security procedures; IBM BookMaster & ProcessMaster

IBM SEMEA – ROME, ITALY: Junior Technical Writer (6/1989 to 12/1991)

Produced documentation libraries for IBM OSI message handling software: X.400 PROFS Connection, and ONDS X.400 (Message Transfer Agent). *Product Description and Operation Manual*, *General Information Manual*, *User's Guide*, *General Information Manual*, *Programming Guide*, *Diagnosis, Messages and Codes*, and *Online Help* (ISPF). Produced *Programming Guide* for NetView Distribution Manager.

Subject Technologies: X.400; PROFS; ONDS , IBM NetView; SNA