
P e t e r R o r l a c h ' s E x t e n d e d R é s u m é

For further questions e-mail me at docrorlach@gmail.com or call +44-(0)754-2121-065
On-line Portfolio: <http://www.handson-solutions.co.uk/>

P r o f e s s i o n a l S u m m a r y

Experiences as a **Technical Writer & Editor** cover more than twenty years, prior to which I was an economic/political journalist and correspondent. Apart from being directly employed as a technical author, I invariably provided both pre-process and post-implementation documentation during migrations & upgrades, due to the fact that I habitually knew the necessary local languages.

In addition to all authoring tasks, I can provide excellent hands-on programming & configuration expertise in all versions of **MS Office** (Word, Excel, Access, PowerPoint, FrontPage (Enterprise Web), Visio, and MS Project, and add-ons like IMAP & DMDB, both in VBA and VSTO (.NET). More recently I have added **Author-it** and **MadCap Flare** (4 & 6) to my toolkit, both ideally suited to my knowledge of on-line help & tutorial systems.

Mixed into this period are more than 10 years' experience in **Project Management & Project Rescue**, covering the IT service industry, banking, and the telecommunications sector, as well as OS & SW Migrations. In recent years I have accumulated considerable expertise in the Apple OS 10 niche, and am well equipped to set up or maintain mixed network environs.

Outside the writer/editor environ, past contracts involved bringing stranded projects back on course (both timeline-wise as well as in terms of budget); developing UAT routines and end-user manuals; project documentation, software manuals, audit reporting, and situation management reporting, at times in multiple languages. My solid foundation in Project and Support Management, as well as Back Office strategies and Network Administration aided me considerably when it came to documentation.

Last but by no means least, my Internet & Web Authoring experiences span nearly two decades: I have developed and maintained Internet sites, using everything from HTML/DHTML, VB & Java Script and ASP/ASP.NET to Flash Animation & Scripting and content provision.

T e c h n i c a l E x p e r t i s e

Web/Authoring: MSO (Word, Excel, Publisher, PowerPoint), Adobe Suite (PageMaker, FrameMaker, InDesign), Author-IT, Quark Xpress; Author-it; MadCap Flare (Ver. 4 or 6);

Development: Visual Studio 2005/2008, Visual Basic, Visual.NET, VBA, VBScript, ASP, ASP.NET, HTML, DHTML, XML, Office Macros/VBA/VSTO, JavaScript, Flash, Dreamweaver, FrontPage (Expression Web), InfoPath;

Software/Applications: MS Office Suite (Word, Excel, Access, PowerPoint), Visio, Adobe CS4 Suite (Dreamweaver, Fireworks, Photoshop, Flash), Final Cut Pro;

Hardware/OS/GUI/Networks: Compaq/HP/Dell Servers & Workstations, WINDOWS 9x, WINDOWS ME, WINDOWS 2000, WINDOWS NT, WINDOWS XP, Windows Vista, Mac OS 9, 10.x, XP Server, NT Server, OS X Server;

Databases: SQL Server, Clipper, Access, Centura SQL, FileMaker, xBases, Crystal Reports.

T r a n s l a t i o n s & T e c h n i c a l W r i t i n g :

Translation & editing of manuals/web content (German-English, English-German); Technical Authoring (English, German); Proofing (German, English, Dutch, French); Internet Content Provision; Copywriting; Radio Journalism; German software localization.

L a n g u a g e s :

- ⇒ English (native, translation & proof-reading level),
- ⇒ German (native, translation & proof-reading level),
- ⇒ French (spoken fluently, read fluently, basic writing),
- ⇒ Dutch (spoken fluently, read fluently, proof-reading, basic writing),
- ⇒ Italian (conversational only),
- ⇒ Spanish (conversational only)

R e c e n t W e b s i t e s

HandsOn Solutions, UK	http://handson-solutions.co.uk (portfolio)
Premier Bites, UK	http://premierbites.co.uk
SC4 Tools, UK	http://sc4tools.co.uk (development site)
WorkingMan Productions	http://workingman-productions.co.uk (game site)
The Freedom Group, NY	http://www.freedomgroup.com

M a j o r C l i e n t s

The Freedom Group (USA); E-Plus Mobilfunk GmbH (Germany); Compaq Europe (UK);
WorkingMan Productions (NL); Yamaha (Japan); Deutsche Bank (Germany);
MPJ Paris; PolyGram (Germany); Castrol (Thailand); Electrabel-Suez (Belgium)
Manpower Europe; Citibank (Belgium/USA); FSI (FM Solutions) Ltd. (UK);
Malaysian Government; Hostels of America LLC (USA); FUNCINPEC (Cambodia);
Xerox (The Netherlands); EDS (The Netherlands); SwissCom (Switzerland); EMC-RSA (UK);

E d u c a t i o n S u m m a r y

BA in Political Science, J.W. v. Goethe Universität, FRG
English Literature (2 seminars, no degree), University of Birmingham
Ph.D. in Econ. Theory & Trade Law, Freie Universität Berlin, FRG

P e r s o n a l D i v e r s i o n s

Simulation Games, Reading, Writing (short stories),
Programming (for personal & game use), Creating web-pages, 3D designs for games

R e c e n t C o n t r a c t s

RSA (EMC Europe Ltd.), UK, 2011
Document Management & Editor
FSI (FM Solutions) Ltd., London, UK, 2010
Technical Author & Video Script Writer
WorkingMan Productions, Amsterdam, Netherlands, 2008-2009
Lead VB.NET Designer & Developer
Electrabel-Suez, Brussels, Belgium, 2007-2008
Lead Technical Author & Document Management Consultant
HandsOn Solutions, New York City, USA, 2003-2006
Internet & e-Commerce Consultant

O n - l i n e D o c u m e n t a t i o n

Published Résumé: http://www.handson-solutions.co.uk/peter_rorlach.html
On-line Portfolio: <http://www.handson-solutions.co.uk>

EMC-RSA, United Kingdom, September 2011 (on-going)

Document Manager & Editor

Short-term contract to collate, update, edit, and layout a series of client-facing security documents with a tight deadline.

Technologies: MSO 2010; Adobe Acrobat, Adobe Photoshop CS5

WorkingMan Productions, United Kingdom

August 2010 - July 2011

Web Design & .NET Development

Finalized redesign & transition of a PHP static site into a ASP/JavaScript [e-Commerce site](#) for a catering company in Dorset. Created a .NET companion application for automatic site updates, content management, and order processing for the site. Documented site and application;

Updated several game utility applications (.NET development) and documented updates/applications (Flare, PDF, MSO 2010).

Workload:

- Design, visualization & concept of e-Commerce site;
- Creating JavaScript for check-out & on-the-fly calculations;
- ASP/HTML code;
- Copywriting site content;
- Flash Menus, Fireworks menus, image processing;
- Site Documentation (technical);
- Design & coding of .NET content management application;

Technologies: Visual Studio 2008 (VS9), VS Reports, MS Access, Adobe CS5 Suite (Dreamweaver, Photoshop, Fireworks, Flash), MSO 2010

FSI (FM Solutions), United Kingdom

March - June 2010

Technical Author & Video Script Consultant

Provided video script for commercial launch of web-hosted facilities management application; created web-based help & tutorial documentation new online FM application, [MMB Task Adviser™](#), and edited existing help system for the company's flagship product, Concept Evolution™. In addition to these primary tasks, testing the applications became second nature.

Workload:

- Creating Video Storyboard for on-line tutorials (6), incl. final voice-over content (MMB Project);
- Image capture & adjustments for all on-line help files (MMB Project);
- Gathering product functionality details from developers & project coordinators (MMB Project);
- Writing of complete on-line documentation targeting non-technical end-users (MMB Project);
- Adding images and expanding content of existing off-line documentation for technical personnel of Concept Evolution;
- Daily, ad-hoc testing of both MMB Task Adviser & Concept Evolution;

Technologies: MadCap Flare 4.2, MS Office 2007, Corel PaintShop X3; SnagIt Professional, Microsoft SharePoint;

WorkingMan Productions, UK & Netherlands

August 2008 - February 2010

Freelance Developer & Web Designer

Development of game utility game organizing utilities (game organizer, viewer, installation engine, etc.) called [SC4 Tools](#) for a specialized game community (SimCity IV); **designed & created product web site & product manuals.**

Workload:

- Design & conceptualization of five game tools;
- Writing end-user documentation for each tool (MS Word & Acrobat PDF);
- Maintaining Support Forum for ca. 8,000 users;
- Design, conceptualization, coding & content management for product web site;
- This is an on-going project;

Technologies: Visual Studio 2008 (VS9), VS Reports, MS Access, Adobe CS4 Suite (Dreamweaver, Photoshop, Fireworks, Flash), MadCap Flare

Electrabel-Suez, Belgium

June 2007 - March 2008

Technical Author/ Team Leader

Although the primary role was to be a **writer & translator** of technical documents (service manuals, processes & procedures, budget agreements, etc., French/Dutch to English) I was soon taking charge of updating and maintaining the **document management system**; creating standards, writing macros - in the course of which I re-wrote most of IMAP's macros to work under MSO 2007 - and utility programs, testing the migration from MSO 2000 to MSO 2007, creating a naming convention for documents, et al.

Promoted to team leader of the technical writing & document management team during the contract duration.

Technologies: *Windows XP; IMAP, DMDB, MSO 2000/2007, VSTO 2005, Visual Studio 2005, VBA, SQL Server, SQL Manager Studio 2005, Visio 2003/2005, MS Office Template migrations*

Workload:

- *Visualization of various aspects of the company's intranet & extranet (Visio);*
- *Occasional translations from Dutch/French developer drafts (SAP applications) to English product documentation for non-technical end-users;*
- *Created several White Papers to map out Document Management System using MSO & SharePoint;*
- *Automated all document templates using VBA (MSO 2000);*
- *Writing of SLAs, business agreements, internal contracts, budget agreements, software & hardware documentation;*
- *Training of other technical authors (managed a small team of three authors);*

Sabbatical (US/Europe)

August 2006 - May 2007

Final travels in the United States prior to my return to Europe (Feb. 2007); some private travels in the Benelux, Spain, Germany to reacquaint myself with a changed European social landscape; Private writings.

HandsOn Solutions (USA), LLC, NY

May 2003 - August 2006

Freelance Project Consultant

Working primarily as a consultant to small businesses in the New York City area; involved in network set-ups & migrations (Win2K to Win-XP), and the documenting thereof; IT office relocations (hardware migration); Internet/Intranet setups (backbone connectivity; wireless connectivity); **design & content management** of several e-Commerce websites (copywriting, editing, revisions, and publication);

Technologies: *Windows 9x, Windows 2K, Windows XP; Compaq/Dell servers, PC's; Netopia ADSL Routers; Cisco Aironet Wireless A-Points, Cisco 1700, Cisco 6400; Hubs; Firewalls; MS Office Template migrations, Macromedia Dreamweaver & Flash (Mac);*

Sabbatical (US, Mexico & Canada)

August 2001 - April 2003

2nd Motorcycle Tour of North America

While I did some occasional **freelance web-editing** during these two years, I mainly travelled extensively throughout the North American continent.

Hostels of America, LLC, Atlanta, GA

Dec. 2000 - August 2001

General Manager

Primary Function: re-organization, **marketing & web promotion** of an independent Youth Hostel Organization. Additional duties included complete recreation of the company web-site, ASP automation, hardware installation, front-end & back-end design for databases and reporting tools.

Sabbatical (United States)

June 2000 - November 2001

1st Motorcycle Tour of North America

Travelled extensively throughout the USA.

HandsOn Solutions (UK) Ltd., Brussels, Belgium
Freelance Web Designer & IT Consultant

November 1999 - May 2000

Various contracts involving HTML/DHTML coding and web design/layout for local Belgian companies & merchants; most **web designs** required at least bilingual pages (French, Dutch); others were done in four languages (adding German & English).
During this period I also served as a **project coordinator** for a hardware upgrade audit for a Longchamp (France) racing stable. Primary Function: liaison between local client offices (French) and hardware audit teams (English); **bilingual technical audit reports** to enable management and BoD to assess hardware/software budget requirements for the system upgrade.

E-Plus Mobilfunk GmbH, Potsdam, FRG
Project Manager

July 1999 - October 1999

Contracted as Project Manager for a nationwide Client/Server Rollout for the second-largest telecom company in Germany. Rollout included Y2K updates, software and OS upgrades.
Role required a **project rescue operation**, involving resource & time planning, project coordination, rollout planning & execution, reporting, Y2K audit & correction, HR management.
In the process I managed to eradicate a 4-months delay in less than 60 days to finish the project according to original schedule (4,000 clients using SMS 1.2 and Wise Installer); leading a team of 40 programmers (7 diff. nationalities) and technicians in two locations; created White Paper (Project Plan) for Win2K/SMS 2/SQL 7 conversion); trained the future permanent Project Manager; **created all procedural documentation** (incl. BA's, SLA's, etc.) & established PDM (Process Document Management);

Compaq Computers Ltd. (UK)
Lead System Auditor

January 1999 - May 1999

Contracted as System Auditor (Y2K, Comms & Server Inventories) for Europe I & II; Project Team Leader for Europe I & II; Function included auditing servers & communications equipment at various European sites of a major Compaq client (music industry). Managing various auditing teams in seven different countries (UK, France, Germany, Netherlands, Austria, Hungary, and Czech Republic) throughout the duration of the project; created process reports in German, English & French;
Provided Compaq with one of several **team reports** and participated in the Hardware Upgrade Feasibility Reports;

Deutsche Bank, HQ Eschborn, Germany

June 1998 - October 1998

Consultant for Electronic Banking and Lead Test Co-ordinator for Systems & Communication

Developed tests & test environment for Electronic Banking Software roll-out; Euro/Y2K compatibility.
Managed test teams, development cycles, banking front-office staffs; co-ordinated testing teams in Germany with developers in India and designers in Singapore; wrote all **test procedures & UAT reports**, as well as **test user documentation & guides** (German & English);

Citibank ENA/CARDS Belgium
Technical Support Consultant

October 1997 to May 1998

Contracted originally to support of a variety of PC & RISC workstation users; SW/HW installations & upgrades; system documentation. Re-assigned after one month to coordinate Belgium with worldwide NT rollout with particular focus on European sites; prepared MEP (budget control) for NT migration, **inclusive of full documentation for all EMEA procedures**;

Note: All above quoted work experiences were contract-based, usually through intermediary agencies. Last updated on Tuesday, 13 September 2011