

Peter Wickenden Trainer Profile

Peter Wickenden is a freelance technical support specialist, artworker and database developer. He ran his own graphics studio from '77 to '88, moving to Macs in '87. This was followed by a move into studio management in repro houses at a time when the Mac was the only input device 'talking' to hi-end systems (Hell, Scitex, Contex etc). He took on technical support of a graphics/pre-press network in '92, covering such varied areas as typeface design, database development, client studio set-up advice, single image build, OS 9 to OS X migration, cross-platform and file-transfer troubleshooting. Peter holds Apple's OSX HelpDesk Certification.

Professional Experience

February 2006 to present

Freelance Technical Support Specialist / Trainer (OS X) & Artworker (InDesign/Illustrator).

I also edit, produce and publish a 32-page PDF quarterly club-membership magazine.

November 2005 to January 2006

Round-the-world trip - diary/pics at www.wickenden.info

September 1990 to October 2005

Pre-press Studio Manager / Wace, Leeds

Production Technology Manager / Seven, Manchester

Working for a UK-based international pre-press group called Wace, who later re-invented themselves as a brand management group called Seven, I progressed from Artwork Team-leader through Studio Manager into Technical Production Manager. The former roles covered clients such as GUS; Empire; Grattans; Unilever; Pedigree/Thomas (Mars). The latter role covered hardware and software installs and upgrades; licence and asset management; archive, back-up and server systems; output (proofing) devices etc. Technical advisor to clients such as Unilever, Proctor & Gamble, Birds Eye Walls, CWS, Cott.

June 1990 to September 1990

Freelance Artworker (QuarkXPress/Illustrator) / London

I worked on a cartographic contract and produced a UK Milk Marketing Board publication, working with a team of translators for all EU languages.

September 1989 to May 1990

Studio Manager & Artworker / Palatine, Liverpool

Using an extended version of QuarkXpress called Visionary and VIP, the first PostScript RIP to hi-end repro stations.

September 1988 to August 1989

Studio Manager, Graphic Designer & Artworker / MHB, Brighton

With a network of two Mac and two Windows workstations and a Linotronic filmsetter we produced publicity material and stationery for clients including Kuehne & Nagel, Ciba Geigy, DoE and DoT.

May 1977 to August 1988

Proprietor, Graphic Designer & Artworker / Wickenden Webb, Uckfield

Started out by producing two weekly 20 page advertising free-sheets; alongside this I created a studio offering design, typesetting, artwork, print-farming and ad-management services to local businesses. I bought my first Mac in '87 - MacII; 14" colour monitor; Qume ScripTen; QuarkXPress; Adobe Illustrator; MSWord.

September 1973 to April 1977

Architectural & Graphics Draughtsman / Llewellyn Homes, Eastbourne

Working on timber frame housing and in-house publicity material.

January 1971 to July 1973

Student / Reigate School of Art & Design, Redhill

- O-level in Graphic Design
- City & Guilds in Typographic Design.

July 1968 to December 1970

Architectural Assistant / Norman Royce, London

The primary client was Shell - made responsible for their signage, I took an interest in lettering and left to study Typography.

July 1968 to December 1970

Cartographic Draughtsman / MoD (Naval), London

Working on worldwide charts, I produced the coastal chart of São Paulo.

Notable Achievements

- Multi-site network management of OS X workstations via Single Imaging (also referred to as Standard Profiling)
- Gained Apple's OS X HelpDesk Certification.
- Researched and lead the studio migration from OS 9 to OS X.
- Produced a Braille font for use on all Co-op packaging.
- Implemented single image build of OS 9 (wiped and rebuilt Mac workstations, with all apps, in less than 10 minutes).
- Designed and implemented several databases, including a web-based PDF asset management library and a multi-form PDF job tracker.
- Worked closely with management on technical aspects of a company site move.
- Advised clients such as GUS, Empire, Pedigree/Thomas (Mars) on in-house artwork studio configuration.
- Installed remote proofing devices in-house at Iceland and Pedigree.
- Contracted out as artworker/advisor to Pedigree and to Thomas (both Mars group).
- Achieved uninterrupted output, when an unpredicted management walk-out took 6 of the 12 studio operators with them.
- Designed and produced a 150-icon typeface, a solution that enabled Wace to win a 2x 300pp holiday catalogue contract and achieve its tight deadline.