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# EDWARD CORK

## PROFILE

Lead Technical Writer with 15 years of experience specializing in creating high-quality technical documentation for enterprise-level products. Expertise in information architecture, content strategy, and managing cross-functional teams to deliver user-centric solutions. Proven track record of optimizing documentation, implementing best practices, and leading quality initiatives.

## EXPERIENCE

### LEAD TECHNICAL WRITER

OPENTEXT, SHANGHAI, CHINA

2013 - 2025

- **Created** comprehensive technical documentation for OpenText IT Service Management products, including online help, release notes, white papers, and admin guides, ensuring clarity and consistency.
- **Developed** and maintained term lists to enforce uniform usage across documentation, improving consistency and reducing errors.
- **Reviewed** UI text and error messages, improving user experience by ensuring alignment with product functionality and clarity.
- **Collaborated** with R&D architects during design grooming to assess documentation needs for new features, ensuring comprehensive coverage and alignment with product goals.
- **Led** content audits and stakeholder interviews to create content matrices, streamlining the documentation process and standardizing user experiences across platforms.
- **Restructured** internal documentation into a publicly accessible help center, enhancing user navigation by reducing topics by 60% and TOC depth by 50%. Applied SEO principles to improve searchability and user experience.
- **Led** an editing group, establishing training materials and a quality tracking system to ensure high-quality documentation. Provided management with actionable metrics for improving content quality and identifying skill gaps.
- **Conducted** peer review sessions, providing feedback to enhance content quality and ensuring adherence to documentation standards and best practices.

### TECHNICAL EDITOR

WICRESOFT, SHANGHAI, CHINA

2009-2013

- **Edited** Microsoft Knowledge Base (KB) articles for various product groups, enforcing strict adherence to Microsoft style and ensuring grammatical accuracy for machine translation.

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- **Provided** editorial leadership for projects involving SEO initiatives, UI design, and automated assistance tools, ensuring optimized text remained natural-sounding and grammatically correct.
  - **Designed** and led comprehensive training sessions for new editorial staff, enabling rapid integration and mastery of Microsoft style guidelines.

#### **SOFTWARE TEST MANAGER**

**MOTOROLA, CAMBRIDGE, UK**

2006-2008

- **Managed** internal testing for the MotoACTV W450 mass-market handset, ensuring high-quality standards for its successful release to market.
- **Analyzed** test results and presented detailed findings and actionable recommendations to senior management, contributing to the refinement and optimization of the product.
- **Collaborated** with cross-functional teams in the UK, China, and Taiwan to ensure effective testing processes and timely project delivery.

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#### **SKILLS**

- **Authoring Tools:** Mediawiki, Confluence, Flare, XMetaL
- **Content Management:** Single-sourcing, content re-use (transclusion)
- **Version Control:** Subversion, GitHub, GitLab
- **Information Architecture:** Document restructuring, SEO optimization, content audits
- **Documentation Standards:** Microsoft style, DocOps
- **Collaboration:** Working with cross-functional teams (R&D, UI/UX, product management)
- **Process Improvement:** Quality tracking systems, content audits, training materials
- **Leadership:** Leading teams, mentoring junior writers, establishing documentation standards

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#### **EDUCATION**

**PHD., BRONZE AGE SOUTH ASIAN ARCHAEOLOGY**

**DURHAM UNIVERSITY, UK**

2002-2007

**M.A., SOUTH ASIAN ARCHAEOLOGY (DISTINCTION)**

**DURHAM UNIVERSITY, UK**

2001-2002

**B.A. (HONS), ARCHAEOLOGY (FIRST CLASS)**

**DURHAM UNIVERSITY, UK**

1998-2001