Lead Technical Writer | Content Architect | Analytical Investigator
Shanghai, China | UTC+08:00 (British Citizen | Permanent Resident)
(+86) 135-0163-9423 | edcork@gmail.com
LinkedIn | Portfolio | AQI alarm app demo

EDWARD CORK, PH.D

PROFILE

Analytical investigative leader with over 15 years of experience architecting technical documentation for enterprise-level software. Expert at translating complex R&D architectures into streamlined, user-centric knowledge ecosystems. Leveraging a Ph.D. background to perform deep-dive technical research and utilizing AI-augmented workflows to bridge the gap between developer experience and product documentation.

TECHNICAL PROJECTS

Developer & Designer | AQI Alarm Application

Live demo: AQI alarm app demo

Concept: An alarm that only sounds if user-defined air quality and and/or atmospheric conditions are met. Don't get pointlessly woken up for that early morning run if it's too cold or too polluted to go outside!

- **Methodology:** Orchestrating core logic and UI/UX design through **AI-augmented "vibe-coding"** with Google Gemini.
- **Impact:** Deployed a public-facing demo via GitHub Pages, demonstrating end-to-end proficiency in API integration and modern app deployment.

Technical Architect | Professional Documentation Portfolio

- **Framework:** Built a responsive documentation hub using a **Jekyll** framework with the **"Just the Docs"** theme.
- **System:** Managed via a **Docs-as-Code** workflow, utilizing Markdown, version control (GitHub), and automated deployment pipelines.

CORE COMPETENCIES

- **Information Architecture:** Document restructuring, SEO optimization, and content audits.
- **DocOps & Strategy:** Content re-use (transclusion), single-sourcing, and quality tracking systems.
- **Leadership:** Mentoring junior writers, leading cross-functional teams, and establishing global documentation standards.
- **Tools:** MediaWiki, Confluence, MadCap Flare, XMetaL, Subversion, GitHub, GitLab.

EXPERIENCE

LEAD TECHNICAL WRITER | OPENTEXT, SHANGHAI, CHINA
2013 - 2025

- **Architectural Overhaul:** Led the restructuring of internal documentation into a publicly accessible help center, reducing both total topics and TOC depth by 50%.

- **Investigative Documentation:** Collaborated with R&D architects during design grooming to assess documentation needs for complex new features, ensuring 100% coverage.
- **Quality Governance:** Established a documentation quality tracking system for an editing group to provide management with actionable metrics on content quality and skill gaps.
- **UX Alignment:** Reviewed UI text and error messages to improve user experience and ensure alignment with product functionality.
- **Standardization:** Developed and maintained comprehensive term lists to enforce uniform usage across IT Service Management products.

TECHNICAL EDITOR | WICRESOFT, SHANGHAI, CHINA

2009-2013

- **High-Stakes Editing:** Edited Microsoft Knowledge Base (KB) articles for global product groups, ensuring grammatical accuracy for machine translation.
- **Editorial Leadership:** Provided guidance to projects involving SEO initiatives, UI design, and automated assistance tools.
- **Staff Development:** Designed and facilitated training sessions for new editorial staff on Microsoft style guidelines.

SOFTWARE TEST MANAGER | MOTOROLA, CAMBRIDGE, UK

2006-2008

- **Product Launch:** Managed internal testing for the MotoACTV W450 handset, ensuring high-quality standards for a successful market release.
- **Global Coordination:** Collaborated with cross-functional teams in the UK, China, and Taiwan to streamline testing processes.
- **Strategic Reporting:** Analyzed test results and presented actionable findings to senior management to optimize product refinement.

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

PUBLICATIONS

- **Rethinking the Indus myths.** BAR International Series S2213. Archaeopress, Oxford.
- **Peaceful Harappans? Challenging the evidence for the absence of warfare in the Indus Civilisation of northwest India and Pakistan (c.2500-1900 BC).** Antiquity 79: 411-423.