

Technical Documentation & Information Management Specialist

Location: Hampshire, UK

Email: info@plexis.uk

Security Clearance: SC Cleared (1982-2024)

Availability: Contract / Remote

PROFESSIONAL SUMMARY

Senior technical documentation and information management specialist with extensive experience across defence, aerospace, engineering, IT, and government environments. Experienced in producing, reviewing, structuring, and maintaining complex technical and operational information for engineering, software, infrastructure, training, and service-management domains.

Background combines systems engineering, software development, training design, IT service management, and technical communication within highly regulated and operationally sensitive environments. Strong capability in translating complex technical material into clear, structured, user-focused documentation suitable for operational, technical, and business audiences.

Experienced working with engineers, software developers, operational teams, SMEs, suppliers, and stakeholders to support documentation quality, knowledge transfer, process improvement, training delivery, and information governance.

Recent work includes AI-assisted documentation workflows, structured content systems, reusable analysis frameworks, and knowledge engineering approaches using large language models.

CORE SKILLS

- Technical documentation and structured authoring
- Technical editing and document review
- Training documentation and courseware materials
- Information management and knowledge structuring
- User-focused technical communication
- Requirements interpretation and process documentation
- Document lifecycle management and governance
- Stakeholder and SME collaboration
- Technical systems analysis and structured problem solving
- Content review, revision, and quality assurance
- Operational procedures and support documentation
- Engineering and software documentation environments

- AI-assisted documentation workflows and structured prompting
- Research, analysis, and synthesis of technical information
- Version-controlled and iterative documentation practices

PROFESSIONAL EXPERIENCE

Independent Consultant – Technical Documentation & AI-Assisted Information Systems

Self-Employed | Dec 2024 – Present

- Developed structured AI-assisted documentation workflows for analysis, drafting, editing, and document transformation
- Designed reusable prompt and content-generation frameworks for operational and technical documentation tasks
- Produced structured templates supporting repeatable document generation and knowledge management activities
- Evaluated large language model tooling for documentation support, consistency control, and workflow optimisation
- Applied systems-engineering approaches to information structuring, traceability, and content refinement
- Developed practical approaches for reducing cognitive load in documentation and analytical workflows

Airbus Defence & Space (Subcontractor)

C++ Software Engineer | 2017 – 2024

- Produced and maintained technical software documentation supporting secure communications systems
- Worked closely with engineers and stakeholders to clarify technical behaviours and implementation detail
- Contributed to structured development, testing, integration, and issue-resolution processes within Agile environments
- Supported documentation and knowledge transfer activities associated with software delivery and system support
- Participated in collaborative review and change-management processes using enterprise engineering toolchains

UK Defence Supplier

IT Consultant / Business Analyst | 2015 – 2016

- Produced technical and strategic documentation supporting enterprise transformation activities
- Developed architecture documentation covering ERP, PLM, and SharePoint environments
- Facilitated stakeholder workshops and translated business requirements into structured technical outputs
- Produced roadmap, governance, and supplier evaluation documentation
- Supported procurement and contract documentation activities

Cunning Running Software Ltd

IT Manager / GIS Software Engineer | 2007 – 2015

- Produced software, deployment, support, and training documentation for GIS-based security applications
- Developed user-focused materials supporting operational software deployment across international customers
- Managed technical systems documentation covering infrastructure, networking, disaster recovery, and support processes
- Supported software lifecycle activities including testing, deployment, troubleshooting, and customer support
- Worked across software engineering, systems administration, and technical support functions

Royal Navy Headquarters, Portsmouth

Project Manager / Business Analyst | 2004 – 2007

- Produced and maintained documentation supporting rollout of Defence Information Infrastructure (DII)
- Developed structured information-management and collaboration approaches using SharePoint and Meridio EDRMS
- Produced process documentation, technical guidance, rollout communications, and governance materials
- Supported supplier coordination, procurement documentation, and enterprise information governance activities
- Assisted migration and organisation of large-scale enterprise information environments

Armed Forces Personnel Administration Agency

IT Service Support Manager | 2001 – 2003

- Produced service documentation, release materials, operational procedures, and support guidance
- Implemented ITIL-aligned service desk processes and supporting operational documentation
- Developed remote support tools and associated user and support documentation
- Coordinated technical support activities across multiple operational locations
- Maintained structured operational and configuration information

Royal Navy Air Engineering School, Gosport

Training Manager | 1999 – 2001

- Designed and delivered structured technical training programmes for engineering officers
- Produced training materials, course documentation, examinations, and instructional content
- Applied quality assurance processes to training materials and instructional standards
- Redesigned course structures to improve delivery efficiency while maintaining quality outcomes
- Worked closely with instructors and engineering SMEs to maintain technical accuracy

Defence Aviation Repair Agency, Gosport

Project Manager | 1997 – 1999

- Produced technical and operational documentation supporting aerospace engineering repair facilities
- Coordinated technical information between engineering teams, suppliers, and programme stakeholders
- Supported ERP integration activities through structured systems and process documentation
- Developed technical catalogues and supporting documentation for component repair activities

Federal German Navy, Kiel

Air Engineer Officer | 1994 – 1997

- Managed engineering and maintenance documentation supporting Sea King helicopter operations
- Coordinated technical communication across military, supplier, and civilian engineering organisations
- Supported maintenance governance, operational reporting, and engineering coordination activities
- Worked in multinational operational and engineering environments

Royal Naval Air Station Culdrose

Air Engineer Officer | 1992 – 1994

- Managed engineering support documentation for helicopter training squadrons
- Maintained operational records, maintenance coordination processes, and airworthiness-related documentation
- Led engineering teams supporting operational readiness and training activities
- Conducted quality assurance and procedural oversight activities

TECHNICAL & DOCUMENTATION ENVIRONMENTS

Documentation & Information Management:

Technical authoring, document review, process documentation, structured content, training materials, operational procedures, knowledge management, information governance, stakeholder communications

Software & Systems:

C++, C#, .NET, SQL, Java, HTML, CSS, JavaScript, XML, SharePoint, Windows Server, Linux

Engineering & Enterprise Platforms:

ERP, PLM, Meridio EDRMS, Citrix, VMware, SQL Server

Development & Collaboration Tools:

Visual Studio, Git, Jira, Confluence, TFS

Methodologies & Frameworks:

Agile (Scrum/Kanban), ITIL, PRINCE2, systems engineering approaches, requirements analysis, process mapping

QUALIFICATIONS

- MSc Design of Information Systems – Cranfield University
- PgDip German – University of Westminster
- BEng (Hons) Engineering – CNA
- HNC Electrical & Electronic Engineering – BTEC
- **Additional Professional Qualifications:**
- ITIL v2 Manager Certificate
- PRINCE2 Foundation
- C++ & MFC Programming
- C# & ESRI ArcGIS API
- Windows NT Administrator
- Windows SharePoint Administrator
- Airworthiness for Military Aircraft

PROFESSIONAL MEMBERSHIPS

- British Computer Society (MBCS)
- Chartered IT Professional (CITP)
- Chartered Engineer (CEng)