

Ian Fleshman-Cooper

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Portfolio: <https://ianfleshmancooper.com> **Blog:** <https://edtechnian.edublogs.org>

Summary

I'm a technology professional with experience in K-12 and higher education, focused on instructional technology, LMS administration, and training. I support faculty, staff, and students by troubleshooting learning and operational technologies, integrating tools into teaching and business processes, and aligning solutions with workflows and pedagogical best practices. Currently pursuing a Master's in Digital Education Leadership (DEL), I'm expanding my expertise in instructional design, educational technology integration, and digital equity. I'm passionate about helping educators adopt and optimize technology, creating clear resources and training materials, and implementing scalable solutions that enhance the teaching and learning experience.

Technical Skills

- AI tools - Gemini, Copilot, ChatGPT, Khanmigo, Gamma, Colleague AI
- Atlassian - Confluence, JIRA
- Canvas LMS
- Graphic Design - Figma, Adobe Creative Cloud, Canva
- Proficient in MS Office and G-Suite
- Web Development: JavaScript, CSS, HTML, SQL, Node.JS, React.JS, MongoDB, GitHub, Heroku

Key Strengths

- Content Creation (Web sites, Videos, Graphic Design)
- Continuous Learner
- Management System Administration (LMS, CMS, CRM)
- Project Management
- Teaching / Training
- Team Collaboration
- Technical Documentation
- Technical Issue Resolution
- Technology Integrations

Education

M.Ed in Digital Education Leadership: Seattle Pacific University - Seattle Pacific University, WA | 2024 - Present

My studies focus on instructional design and educational technology integration, aligned with ISTE standards. See my blog: edtechnian.edublogs.org.

Full-Stack Web Development | Professional and Continuing Education: University of Washington – Seattle, WA | 2020-21

Bachelor of Arts in Mathematics and IT: Northwest University - Kirkland, WA | 2018 - 20
Summa Cum Laude – Annual Dean's List

Experience

Technology Support Analyst / Helpdesk Supervisor

2023 – Present

Seattle Pacific University

Seattle, WA

- Develop and deliver onboarding and ongoing training programs for helpdesk technicians, increasing team efficiency and service quality
- Create multimedia instructional materials including videos, guides, and documentation to support faculty and student technology use
- Collaborate cross-departmentally to design and facilitate workshops and training sessions on digital tools and classroom technologies
- Leverage AI and LMS platforms to optimize training delivery and learner engagement

Digital Learning Specialist

2021 – 2023

Monroe School District

Monroe, WA

- Designed and implemented K–5 curriculum in computer science and digital citizenship with measurable impact on student engagement
- Facilitated professional development and technology training for educators to integrate digital tools effectively into instruction
- Managed LMS systems to curate learning content, track progress, and provide actionable insights to faculty

NPP Student Support Specialist

2018 – 2021

Northwest University

Kirkland, WA

- Guided students through the advising process to achieve their higher education goals
- Represented as advising representative for database updates to develop more efficiency within the advising support process
- Lead and trained new employees and students on how to utilize university software and learning platforms
- Gained proficiency in Salesforce, Excel, MS Access, PowerCampus, Microsoft 365, Teams, and Zoom for data management and communication