

# Ian Fleshman-Cooper

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**Portfolio:** <https://ianfleshmancooper.com>

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## Summary

Technology professional with a decade of dedicated service in the field of education. I bring a diverse skill set encompassing support services, data management, troubleshooting, technology integration, content creation, teaching, and training. Committed to fostering a growth mindset, my primary objective is to leverage my skills to elevate support for students and staff, optimize workplace efficiency, and inject creativity into every aspect of my work. I am enthusiastic about contributing to the dynamic intersection of education and technology to drive positive outcomes for learners and educators alike.

## Technical Skills

- Proficient in MS Office and G-Suite
- Canvas LMS
- Jira
- Salesforce Certified Administrator (SCA)
- Skilled in JavaScript, CSS, HTML, SQL, Node.JS, React.JS, MongoDB

## Key Strengths

- Project Management
- Management System Administration (CRM, LMS, CMS)
- Technical Issue Resolution
- Creative Problem-Solving
- Content Creation (Web sites, Videos, Graphic Design)
- Lesson Planning
- Teaching / Training
- Team Collaboration
- Written and Verbal Communication

## Education

**Full-Stack Web Development | Professional and Continuing Education:** University of Washington – Seattle, WA | 2021

24-week intensive program gaining technical programming skills in web development, as well as going in depth in learning UI Design, algorithms, efficiency, and data structures.

**Bachelor of Arts in Interdisciplinary Studies:** Northwest University - Kirkland, WA | Summa Cum Laude – Annual Dean's List | 2020

- Interdisciplinary Studies major with primary concentration in Mathematics and IT, and a secondary concentration in Education.

## **Experience**

### **Technology Support Analyst**

2023 – Present

#### **Seattle Pacific University**

Seattle, WA

- Lead projects addressing technology support needs, including system deployments and classroom technology support, while also providing tier 2 and tier 3 assistance to Helpdesk technicians.
- Develop comprehensive training materials and documentation for internal and external users on a variety of technologies.
- Manage Helpdesk tickets and streamline communication through Jira.
- Utilize Microsoft products (Teams, Outlook, Entra, Sharepoint) and AI technologies (Microsoft Copilot, Bard, ChatGPT) to optimize workflow efficiency.

### **Digital Learning Specialist**

2021 – 2023

#### **Monroe School District**

Monroe, WA

- Developed and taught comprehensive Computer Science curriculum covering digital citizenship, coding, robotics, and computational thinking for K-5
- Administered Learning Management Systems (e.g., Canvas, Skyward) to track student progress and provide learning resources
- Facilitated technology integration and training for staff and faculty, improving workflows and efficiency in their work

### **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
- Utilized Salesforce, Teams, and Office 365 to communicate with students daily to assist with a variety of academic advising related concerns and questions