# Ian Fleshman-Cooper

ian.fleshmancooper@gmail.com

(425) 495-3453

https://www.linkedin.com/in/ian-fleshman-cooper/

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## SUMMARY

Certified Salesforce Administrator with previous experience in advising and education. Experienced in data management, educating, as well as developing solutions for system processes for more efficient work.

## CERTIFICATIONS

- Salesforce Certified Administrator (SCA)

## EXPERIENCE

SALESFORCE ADMINISTRATOR | TALENT STACKER | CAREER DEVELOPMENT PROGRAM, April 2023-Current

- Member of the Talent Stacker Professional Development Program
- Participate in live workshops surrounding key Salesforce professional topics in order to become a high quality Salesforce professional and employee
- Lead a study program for certification and certification prep
- Learn about professional development topics such as business requirement gathering, solutioning, and best practice for implementations

DIGITAL LEARNING SPECIALIST | MONROE SCHOOL DISTRICT, October 2021-Current

- Educated students in computer science standards such as digital citizenship, coding, and algorithms
- Managed confidential student data with a variety of Learning Management Systems
- Assist co-workers with technology questions, issues, and troubleshooting

NPP SUPPORT SPECIALIST | NORTHWEST UNIVERSITY, October 2018-September 2021

- Utilized Salesforce to communicate with students daily to assist with a variety of academic advising related concerns and questions
- Represented as an SME for database updates to develop more efficiency within the advising support process

## EDUCATION

- University of Washington: Certificate in Web Development, March 2021
- Northwest University: BA in Mathematics and IT, Summa Cum Laude, August 2020