Ian Fleshman-Cooper

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

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Summary

Experienced technology professional with 10+ years in the field of education. My extensive skill set spans customer service, project management, troubleshooting, technology integration, technical writing, and effective teaching and training. My commitment is to foster a growth mindset, elevate support for customers, ensure optimal learning experiences and workplace efficiency for others, as well as to infuse creativity into every aspect of my work.

Technical Skills

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

Key Strengths

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

Education

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

Preparing to integrate digital tech into education, aligned with ISTE standards. See my blog: edtechnian.edublogs.org.

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

Bachelor of Arts in Mathematics and IT: Northwest University - Kirkland, WA | 2018 - 20

Summa Cum Laude – Annual Dean's List

Experience

Technology Support Analyst 2023 – Present
Seattle Pacific University Seattle, WA

- Collaborate with departments to consolidate their services and provide training on maximizing the use of current tools, primarily Microsoft applications.
- Develop comprehensive training materials and documentation for internal and external users on a variety of technologies. /Technical Writing and Content Creation
- Supervise student helpdesk technicians and oversee the daily operations of the helpdesk.
- 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.
- Utilize Microsoft products (Teams, Outlook, Entra, Sharepoint) and AI technologies (Microsoft Copilot, Gemini, 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