Ian Fleshman-Cooper

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Summary

Experienced technology professional with a decade of dedicated service in the field of education. My extensive skill set spans support services, data management, troubleshooting, content creation, technical writing, and effective teaching and training. My commitment is to foster a growth mindset, elevate support for students and staff, ensure optimal learning experiences and workplace efficiency for others, as well as to infuse creativity into every aspect of my work. I am passionate about contributing to the dynamic intersection of education and technology, facilitating positive outcomes for learners and educators alike.

Technical Skills

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

Key Strengths

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

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 Mathematics and IT: Northwest University - Kirkland, WA | 2020

Summa Cum Laude – Annual Dean's List

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. /Technical Writing
- Manage 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