Ian Fleshman-Cooper

Kirkland, WA 98033 | Phone: (425) 495-3453 | Email: ian.fleshmancooper@gmail.com
LinkedIn: https://www.linkedin.com/in/ian-fleshman-cooper/
Portfolio: https://ianfleshmancooper.com **Blog:** https://edtechnian.edublogs.org

---

Summary

Experienced technology professional with a decade of dedicated service in the field of education. My extensive skill set spans support services, project management, troubleshooting, content creation, 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
- Curriculum Development
- Teaching / Training
- Team Collaboration

Education

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

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 | 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