

Shawn Marie Walker

Learning Development Specialist | Technical Writer

Portland, OR | shawn4walker@gmail.com | [linkedin.com/in/shawn4walker](https://www.linkedin.com/in/shawn4walker) | 970-792-9000

PROFESSIONAL SUMMARY

I have over 10 years of experience designing adult learning and development solutions. My background is a mix of designing online courses, writing clear procedures, and supporting Learning Management Systems (LMS). I am at my best when I am helping people reach their goals by taking complicated information—like software workflows, state audits, or business priorities—and turning it into high-impact training deliverables that help them succeed.

TECHNICAL PROFICIENCY

Learning Management Systems (LMS): Canvas, Blackboard, Moodle, D2L, and Google Classroom.

Documentation Tools: MS 365 (MIEE Certified), PowerPoint, Google Docs, and Basic HTML (for LMS layouts and embedding).

Insights & Reporting: Data Analysis (MS Excel), Survey Design (Microsoft Forms), and Learning Analytics (LMS Reporting).

Digital Content: Video Tutorials (Screencasting), Process Mapping, and Visual Help Guides.

Collaboration: Zoom, Microsoft Teams, Google Meet.

CORE COMPETENCIES

Technical Communication: Expert in the fundamentals of audience analysis, document design, and plain-language instructions.

Learning Development: Building goal-focused adult learning programs that are intuitive, accessible, and culturally relevant.

Learning Analytics: Using critical thinking and data analysis to identify performance gaps, research solutions, and recommend data-driven improvements for learning programs.

Content Curation: Organizing digital libraries by making sure videos, readings, and resources are properly labeled and easy to find so learning can continue.

SME Partnership: Collaborating with subject matter experts to translate complex data into user-ready documentation.

PROFESSIONAL EXPERIENCE

ESL Teacher | 2020 – 2025

GOAL High School (Guided Online Academic Learning) | Loveland, CO

- Built and managed online classes for approximately 60 adult and near-adult learners, adapting curriculum to help each student meet their specific graduation and career goals.
- Acted as the “tech lead” for my site, troubleshooting software and providing quick training so staff and students could stay on track with their work.
- Co-developed and led a faculty presentation on inclusive practices involving Welcoming Newcomer Families and Mitigating Migration Trauma (2023).
- Provided the specialized data and English Learner Plans (ELP) reporting needed for IEP meetings, helping teams stay compliant with federal education requirements.
- Partnered with ESS teachers to refresh learning materials, so language supports were culturally inclusive and aligned with each learner’s specific ADA accommodations.

LMS Support Specialist (Knowledge Management) | 2018 – 2019

Center for Teaching & Learning, Western Oregon University | Monmouth, OR

- Partnered with faculty members to help them set up online courses, ensuring they felt confident using the LMS to achieve their teaching objectives and meet university standards.
- Taught over 20 faculty members how to use HTML to embed video and digital materials, simplifying technology and making their course materials more engaging for students.
- Collaborated on organizing a public-facing knowledge base and writing step-by-step tutorials so faculty could find answers quickly and keep their courses running smoothly.
- Tracked and documented support requests to identify common technical hurdles and help the team find ways to improve the system.

Instructor, ESOL & Technical Writing | 2013 – 2018

Chemeketa Community College & INTO Oregon State University | Salem/Corvallis, OR

- (Chemeketa) Designed and delivered adult learning programs focused on measurable skill acquisition and academic readiness for diverse learner populations.
- (OSU) Taught Foundational Technical Writing graduate STEM students, focusing on the standards for how complex STEM information is simplified for non-technical readers.
- (OSU) Co-developed and piloted an advanced reading and writing curriculum across seven course sections, using learner data to improve the impact and clarity of materials.
- (Chemeketa) Mentored ESL practicum students, supporting their lesson planning, instructional delivery, and professional growth.

Digital Literacy Community Outreach | 2011 – 2013

Literacy, Language & Technology Research, Portland State University | Portland, OR

- Introduced a web-based digital literacy program to local nonprofit organizations and helped them adopt the new tools to better serve their communities.
- Collaborated with stakeholders to adapt training materials for ESL learners to ensure they could gain the digital literacy needed for everyday life and employment.
- Developed an Implementation Guide and updated training resources by removing legacy project data (BTOP) to ensure materials were current and user-ready.
- Tracked tutor hours and documented implementation steps to support program evaluation and federal grant requirements.

EDUCATION

MS Ed. - Information Technology | Western Oregon University

MA in TESOL | Portland State University

BA in English: Technical Communications | Eastern Washington University

PROFESSIONAL HIGHLIGHTS

Speaker: Presented at TESOL & ORTESOL Conferences on digital literacy and teaching.

Host: Led webinar for Plumeria Global Education on trauma-informed teaching.

Faculty Development: Led webinars on Second Language Acquisition for Third Spaces LLC (2024),