

Shawn M. Walker | Portland, OR

Technical Writer | Documentation & Knowledge Management

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Summary

Technical writing and knowledge management professional with 10+ years helping adults navigate technology and complex processes through clear, plain-language documentation. Experienced creating step-by-step tutorials, job aids, and self-service resources, and using support patterns to keep guidance accurate and easy to find. Known for calm, supportive communication, strong stakeholder partnership, and accessibility-minded writing.

Core Skills

- Technical writing
- Job aids and checklists
- Tutorials and how-to guides
- SME and stakeholder collaboration
- Support request analysis
- Basic HTML
- Process documentation
- Plain-language procedures
- Knowledge base writing
- Content upkeep and updates
- Enablement documentation
- Accessibility-minded writing
- LMS support
- Templates and standards

Technologies

Google Workspace (Docs, Slides), Microsoft 365 (Word, PowerPoint), Zoom, Microsoft Teams, Canvas, Moodle, Blackboard, D2L Brightspace, Google Classroom, Schoology, Screencasting tools, Basic HTML

Experience

LMS Support Specialist (Knowledge Management) | 2018 – 2019

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

- Built and maintained a web-based knowledge base of step-by-step tutorials and job aids to support faculty self-service and reduce repeated support questions.
- Partnered with faculty to set up online courses and document workflows aligned with teaching objectives and university standards.
- Trained 20+ faculty members on basic HTML techniques to embed video and digital materials, improving clarity and consistency in course sites.
- Tracked, categorized, and documented support requests to identify recurring issues and prioritize documentation updates and process improvements.

ESL Teacher & Student Support | 2020 – 2025

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

- Translated learning goals into structured online lessons and supporting materials for virtual and online delivery (live and asynchronous).
- Served as an informal site tech lead, troubleshooting issues and providing just-in-time guidance so staff and students could stay on track.
- Created clear written guidance and learning supports to help learners navigate tools, assignments, and expectations in a virtual environment.
- Co-developed and delivered faculty professional development on welcoming newcomer families and mitigating migration trauma (2023).

TESL Certificate Instructor | 2024 – 2024

Third Spaces LLC (Remote) | Portland, OR to Osaka, Japan

- Delivered remote professional development webinars for international educators, building structured materials and guiding discussion activities for virtual delivery.
- Adapted content and delivery for cross-cultural audiences, emphasizing clarity, warmth, and psychological safety.
- Integrated simple interactive tools (Padlet, Google Slides) to support engagement and clear participation instructions.

Instructor, ESOL & Technical Writing | 2013 – 2018

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

- Taught foundational technical writing to graduate STEM students, emphasizing plain language and audience-focused structure for non-technical readers.
- Designed and delivered adult learning programs focused on measurable skill acquisition and clear communication.
- Co-developed and piloted an advanced reading and writing curriculum across seven sections, using learner data to improve clarity and impact.
- Mentored ESL practicum students on lesson planning and instructional delivery, providing structured feedback and coaching.

Digital Literacy Community Outreach | 2011 – 2013

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

- Developed an implementation guide and refreshed tutor training resources, removing legacy content to keep materials current and user-ready.
- Introduced a web-based digital literacy program to local nonprofit organizations and supported adoption.
- Adapted training materials for ESL learners to support digital literacy for everyday life and employment.
- 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 Teaching English to Speakers of Other Languages (TESOL) | Portland State University

BA in English: Technical Communications | Eastern Washington University

Certifications

Technical Writing Certificate: Technical Writing HQ (2026)

Microsoft Innovative Educator Expert (MIEE): Microsoft (2022-2023; 2023-2024)

Presentations & Publications

- Conference Speaker (TESOL International) - Digital literacy for adult English language learners. (2014)
- Conference Speaker (ORTESOL) - High-interest reading for multi-level adult ESL classes. (2017)
- Publications/Writing Portfolio – Technical writing samples: shawnmariewalker.com

Achievements

Streamlined LMS Support Specialist training from 8 modules (up to 4 weeks) to 5 modules (1-2 weeks).