

Shawn M. Walker

L&D & Enablement Specialist | Portland, OR

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Training and employee development specialist with 15+ years building plain-language training, job aids, and workflow supports for adult audiences. Partners with SMEs to translate complex policies into accessible learning paths for managers and employees. Known for equity-centered communication, calm facilitation, and steady follow-through.

Core Skills & Tooling

- **Instructional Design:** Curriculum development, needs analysis, plain-language content, job aids (guides/checklists), facilitator guides, workflow documentation
- **Adult Learning & Delivery:** Virtual and in-person facilitation, coaching, equity-centered design, accessibility-minded content, adult learning principles
- **Tools:** Microsoft 365 (Word, SharePoint, Teams, Stream), Google Workspace (Docs, Slides), Canvas, D2L Brightspace, Moodle, Canva, Zoom, Screencasting, Basic HTML

Work Experience

ESL Teacher & Writing Instructor | 2020-2025

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

- Built and managed online classes for ~60 adult and near-adult learners, translating learning goals into structured lessons and support materials.
- Selected as 1 of 9 teachers to partner with TOSAs to rewrite ESL 1 curriculum, improving course alignment and consistency.
- Improved ESL passing rate from 35% to 55% through clearer scaffolding, predictable weekly routines, and targeted learner supports.
- Requested to lead a 16-week concurrent enrollment WR 121 virtual class; increased engagement from 30% to 70% by restructuring sessions and standardizing weekly cadence.
- Co-created and delivered five professional development sessions (online and in person) on welcoming newcomer families and mitigating migration trauma.

TESL Certificate Instructor | 2024-2024

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

- Delivered two remote professional development webinars under a Portland State University contract, creating structured materials and facilitating discussion-based activities.
- Adapted Second Language Acquisition and English immersive classroom for cross-cultural audiences using Padlet/Google Slides to support interactive participation.

LMS Support Specialist | 2018-2019

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

- Streamlined LMS support training modules from 8 to 5 by removing redundancy and reusing core content, reducing completion time from up to 4 weeks to 1–2 weeks.
- Partnered with 2-5 faculty members each quarter to improve online course structure and Moodle implementation, translating teaching goals into clear, consistent LMS build standards.
- Trained 20+ faculty members on basic HTML to embed video and digital materials, improving consistency and engagement in course sites.
- Streamlined shared Google Drive depository of 30+ Moodle tutorials and collaborated to migrate content into a public-facing Knowledge Base for self-serve support.

Instructor, ESOL | 2013-2018

Chemeketa Community College | Salem, OR

- Selected by Coordinator to transition into teaching multi-level reading and writing sections (CASAS C-D) while managing summer cohorts (CASAS A1-D) in classrooms and computer labs.
- Devised and implemented project-based learning for multi-level (CASAS C-D) reading and writing class using high-interest readers; presented strategies at ORTESOL conference (2017).
- Coached WOU practicum students through 6-month developmental cycles, providing coaching in lesson planning and classroom management.
- Employed at a union-represented higher-ed environment (bargaining-unit member), operating within established contract/policy expectations.

Instructor, ESOL & Technical Writing | 2014-2018

INTO Oregon State University | Corvallis, OR

- Structured and facilitated WR227 Technical Writing for 30+ multilingual graduate STEM students, emphasizing plain-language structure, audience awareness, and professional communication.
- Earned a funded appointment to co-plan and author the writing curriculum for an advanced EAP writing curriculum for multilingual STEM grads, scaling the pilot across 7 sections (~140 students).
- Coached undergraduates transitioning into credit-bearing coursework (e.g., WR 121, Engineering/CS writing), guiding two students to successful acceptance into the Honors College via essay development.

Branch Manager & Consumer Finance Operations | 2007-2010

Citifinancial, Inc. (Citi / now OneMain Financial) | Salem, Oregon

- Translated PATRIOT Act/AML regulations into practical procedures, training on fraud prevention, and monthly/quarterly/annual reporting cadence.
- Resolved high-stakes escalations and non-payment disputes through empathetic listening and critical thinking, avoiding formal arbitration in most cases.
- Resolved employee performance issues through coaching, development, and documentation, reserving termination solely for severe compliance breaches or serious conduct issues.

Leadership & Volunteer Experience

Board Treasurer | 2022-Present

Plumeria Global Education Group (501(c)(3)) | Remote

- Lead quarterly financial reporting for a global nonprofit for stakeholders across 3 continents.
- Authorize sponsor fund transfers and validated 10% conference allocations, aligning financial strategy with organizational goals through active quarterly governance meetings.

Education

MS Ed. - Information Technology | Western Oregon University | 2019

MA in Teaching English to Speakers of Other Languages (TESOL) | Portland State University | 2013

BA in English: Technical Communications | Eastern Washington University

Speaking & Portfolio

- Conference Speaker (ORTESOL) - High-interest reading for multi-level adult ESL. (2017)
- Conference Speaker (TESOL International) - Digital literacy for adult ELLs. (2014)
- Portfolio (writing, video, screencast, & infographics): shawnmariewriter.com