ENRICO BRUNSON

EDUCATION TECHNOLOGY | CUSTOMER SUCCESS | LEARNING SYSTEMS | TECHNOLOGY OPERATIONS
enricobrunson@gmail.com | +1 770 728 3779 | enricobrunson.com | linkedin.com/in/enricobrunson

PROFESSIONAL SUMMARY

Education technology, customer success, and technology operations professional with experience spanning classroom teaching, LMS implementation, educator training, digital curriculum, help desk leadership, enterprise support, and digital platforms. Brings the provider, buyer, administrator, and user perspectives needed to turn unclear needs and disconnected tools into structured support, useful learning experiences, and systems people can rely on.

SELECTED IMPACT

- Improved support accountability and consistency by redesigning intake, triage, escalation, and resolution workflows for a distributed workforce.
- Replaced an untracked inbox and walk-up support model with structured Freshdesk workflows, reporting, and a practical self-service knowledge base.
- Designed and delivered courses, modules, professional learning, and adoption resources across Schoology and Canvas for educators and staff.

CORE CAPABILITIES

Learning and enablement: Classroom instruction; educator training; LMS implementation and support; digital curriculum; SCORM 1.2; knowledge checks; job aids; facilitation

Support and customer delivery: Incident intake; troubleshooting; triage; escalation; knowledge bases; reporting; onboarding; user communication; retention support

Technology and digital operations: Requirements; configuration; rollout planning; change management; documentation; process improvement; budgeting; vendor and MSP leadership; WordPress; e-commerce; automation; analytics

PROFESSIONAL EXPERIENCE

Technology Manager | Genesis Innovation Academy | Atlanta, Georgia | 2023-2026

- Served as the senior technology and operations leader for a K-8 school community, connecting instructional needs, support operations, infrastructure, vendors, budget, and data privacy.
- Led the transition from Canvas to Schoology through needs assessment, platform evaluation, configuration, vendor coordination, teacher training, change management, adoption support, and troubleshooting.
- Designed and delivered courses, modules, professional learning, job aids, and troubleshooting guides across Schoology and Canvas, supporting implementation, educator adoption, and ongoing use.
- Administered and supported the K-12 digital learning ecosystem, including PowerSchool reporting and plugins, LMS connections, instructional applications, device platforms, and rostering workflows.
- Built a managed Freshdesk operation with structured intake, routing, automation, reporting, and a multi-category knowledge base.
- Managed the annual technology budget, secured federal E-Rate funding, and oversaw device operations and technology asset inventory.
- Built and deployed an AI-based staff assistant grounded in district manuals, internal documentation, historical support tickets, and the school knowledge base.

Technology Specialist | Genesis Innovation Academy | Atlanta, Georgia | 2020-2023

- Provided frontline technology support for teachers, students, and staff across classroom devices, instructional applications, assessment platforms, identity and access, and daily troubleshooting.
- Helped lead the Canvas implementation and built practical support, communication, and professional-learning structures for educator adoption.

2nd Grade Teacher | Genesis Innovation Academy | Atlanta, Georgia | 2018-2020

- Planned and delivered standards-aligned instruction, differentiated learning for student needs, communicated with families, and used classroom technology and assessment data to support learning.

Technology Operations and Digital Consultant | Independent Digital Practice | Remote | 2019-Present

- Advise mission-driven organizations and small businesses on learning platforms, digital operations, support workflows, websites, e-commerce, automation, and platform selection.
- Lead digital delivery for TNP Wellness, including website-integrated learning, conversion of the Weflection curriculum into structured LMS-ready content, and rebuilding the learning experience in LearnWorlds.
- Serve as Technical and Design Lead for Dirty South Yoga Fest, supporting WordPress, e-commerce, ticketing, email automation, analytics, and audience-facing digital content.

Help Desk Manager | Strawbridge Studios | Durham, North Carolina | 2017-2018

- Managed support for a distributed field workforce and corporate staff and served as the primary escalation point for complex technical issues.
- Redesigned intake, triage, and resolution workflows using Dell KACE for ticket and device management, improving support consistency, visibility, and follow-through.

Enterprise Support Analyst | Anthem and HCL Enterprise Service Desk | Raleigh, North Carolina | 2016-2017

- Delivered enterprise technical support in a regulated healthcare environment using ServiceNow and Citrix, tracked incidents through resolution, coordinated escalations, and maintained clear investigation documentation and follow-up.

Customer Support Analyst | Sage Software | Atlanta, Georgia | 2011-2012

- Guided small and midsized businesses through Sage 50 setup, implementation, troubleshooting, and effective use in financial workflows while relaying recurring customer needs to product teams.

Technical Support and Customer Success Advisor | Apple Inc. | Remote | 2010-2011

- Helped customers configure, troubleshoot, and adopt Apple hardware and software through clear guidance, empathetic communication, and effective problem resolution.

Broadband Technician and Lead Supply Chain Associate | Charter Communications | Duluth, Georgia | 2002-2008

- Installed and serviced broadband, cable, and voice technologies for residential and commercial customers and supported field-service operations.
- Designed an equipment preparation and distribution process that reduced operating costs, improved deployment efficiency, and supported technician training.

EDUCATION

Bachelor of Science in Information Technology | Integrated Digital Media | Middle Georgia State University

LEADERSHIP AND CREDENTIALS

- Georgia 21st Century Technology Standards Task Force: appointed member and named contributor to the statewide technology standards report.
- CoSN K-12 CTO Academy: completed year-long leadership, mentoring, and applied capstone program.
- 1EdTech TrustEd Apps Certified Leader program: completed applied modules in digital learning ecosystem design, curriculum innovation, data privacy and accessibility, and learner achievement and opportunities; current badge validity varies by module.

SELECTED TECHNOLOGY

Learning systems: Canvas; Schoology; LearnWorlds; PowerSchool; Clever; i-Ready; Performance Matters; SCORM 1.2

Support and operations: Freshdesk; ServiceNow; Dell KACE; Citrix; Google Workspace; Microsoft 365; Azure; Windows Server

Digital delivery: WordPress; e-commerce; ticketing; email automation; analytics; AI-based self-service

SELECTED EVIDENCE

Support systems: enricobrunson.com/support-demo | Learning experience: enricobrunson.com/course-demo | EdTech leadership: enricobrunson.com/edtech-evidence