

ENRICO BRUNSON

TECHNOLOGY OPERATIONS | LEARNING & TRAINING | SUPPORT SYSTEMS | DIGITAL PLATFORMS

Globally mobile | Authorized to work in Spain and the United States | enricobrunson@gmail.com | [linkedin.com/in/enricobrunson](https://www.linkedin.com/in/enricobrunson)

Professional profile

Technology, learning, and operations professional with 20+ years of experience helping organizations make complex systems usable, dependable, and easier to adopt. My work spans frontline support, service operations, classroom teaching, staff training, LMS implementation, vendor coordination, and digital-platform delivery. I bring a user-side perspective: I have supported the customer, taught the learner, trained the staff member, managed the service, and led the technology function.

Focus areas

Support systems & customer delivery Help desks, ticket workflows, triage, escalation, knowledge bases, reporting, user communication	Learning, training & enablement Schoology, Canvas, SCORM 1.2, course structure, knowledge checks, staff training, learner support
Implementation & operations Platform evaluation, vendor coordination, requirements, rollout planning, documentation, adoption	Digital platforms & web operations WordPress, e-commerce, ticketing, email automation, analytics, LMS and course platforms

Selected experience

Independent Digital Practice | Technology Operations and Digital Consultant

2019-Present

Independent practice | Remote

- Advise mission-driven organizations and small businesses on digital operations, service workflows, LMS and course delivery, websites, e-commerce, automation, and platform selection.
- Lead digital work for TNP Wellness, including a website-integrated LMS, online programs, the Weflection curriculum conversion, and the Weflection companion app developed with Vrinsoft.
- Direct external development partners through requirements, feedback, quality review, and launch coordination; support Dirty South Yoga Fest's WordPress, e-commerce, ticketing, email automation, and analytics.

Technology Manager | Technology Specialist | 2nd Grade Teacher

2018-2026

K-8 charter school | Atlanta, Georgia

- Progressed from classroom teacher to Technology Specialist and Technology Manager, bringing firsthand knowledge of teacher workflows, learner needs, and school operations to technology decisions.
- Led technology operations across support, infrastructure, vendors, budgeting, implementation, adoption, and compliance.
- Built a managed Freshdesk support operation with intake and routing workflows, reporting, and a multi-category knowledge base to replace a shared inbox and walk-up model.
- Led Canvas implementation and a later transition to Schoology across evaluation, configuration, vendor coordination, staff training, change management, adoption, and ongoing support.

ENRICO BRUNSON

TECHNOLOGY OPERATIONS | LEARNING & TRAINING | SUPPORT SYSTEMS | DIGITAL PLATFORMS

Globally mobile | Authorized to work in Spain and the United States | enricobrunson@gmail.com | [linkedin.com/in/enricobrunson](https://www.linkedin.com/in/enricobrunson)

Additional experience

Help Desk Manager

2017-2018

Strawbridge Studios | Durham, North Carolina

- Managed support for a time-sensitive school-photography business, redesigning intake, triage, knowledge resources, escalation, and field-to-corporate communication.

English Teacher

Lev Showmea | Suwon, South Korea

- Taught English to Korean learners, creating an early foundation in learner support, clear communication, and adapting complex material for real people.

Enterprise Support Analyst

2016-2017

Anthem / HCL Enterprise Service Desk | Raleigh, North Carolina

- Delivered enterprise technical support in a regulated healthcare environment, owning incidents from intake through resolution and coordinating escalations with specialized teams.

Customer Support Analyst

2011-2012

Sage Software | Atlanta, Georgia

- Guided small and mid-sized businesses through setup, implementation, troubleshooting, and effective use of Sage 50 accounting software.

Technical Support and Customer Success Advisor

2010-2011

Apple Inc. | Remote

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

Broadband Technician and Lead Supply Chain Associate

2002-2008

Charter Communications | Duluth, Georgia

- 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 annual operating costs by approximately \$15K.

Leadership and education

Georgia 21st Century Technology Standards Task Force contributor | CoSN K-12 CTO Academy | 1EdTech TrustEd Apps Certified Leader | Advisory Board Member, The Namaste Project Foundation

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