

BRENNA SHEPPARD

Technical Enablement Specialist · Learning & Development · EdTech → Corporate

brennasheppard.com · linkedin.com/in/brenna-sheppard · github.com/brennasheppard · San Antonio, TX (Open to Remote)

PROFESSIONAL SUMMARY

Learning and enablement professional with a career built entirely around understanding how people learn, adapt, and adopt — from child welfare case management to international education in Taiwan, to 10+ years designing and scaling technology training across K–12 enterprise environments. BA in Anthropology provides a research-grounded lens on human behavior, cultural systems, and adoption barriers that directly informs instructional design decisions. Proven track record of leading district-wide technology rollouts, building training programs from scratch, and driving measurable end-user adoption. AWS Cloud Practitioner certified with hands-on experience in enterprise device policy management, cloud deployment workflows, and performance analytics. Seeking a corporate Technical Enablement, Customer Education, or L&D Specialist role where human systems thinking meets enterprise scale.

CERTIFICATIONS & CREDENTIALS

AWS Cloud Practitioner	Google Certified Educator L1	Apple Teacher	Google PM Cert (In Progress)	CAPM (Planned 2026)
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PROFESSIONAL EXPERIENCE

Digital Learning Specialist | **Clear Touch Interactive (Comal ISD)** 2023 – Present

Remote / New Braunfels, TX

- Lead district-wide rollout of Clear Touch Connect across Comal ISD, developing onboarding materials (teacher one-pagers, admin guides, FAQ docs, login posters) that reduced helpdesk tickets by an estimated 30%
- Design and deliver professional development training to 500+ educators on enterprise EdTech platforms, applying the Goldilocks Zone framework to optimize engagement and reduce unnecessary on-site delivery hours
- Manage enterprise device command policies and firmware troubleshooting workflows across a fleet of 75-inch interactive panel deployments
- Built 10 fully interactive Nuiteq Chorus heritage exhibit panels for district community events, incorporating multilingual audio/video components and navigation hub architecture
- Develop and publish training performance analytics reports tying professional development delivery to measurable educator adoption outcomes
- Co-designed 'Visible Signs of Student Engagement' course connecting Comal ISD's engagement framework to hands-on technology tools via station rotation model

Classroom Teacher (Mathematics, Science, STEM, Dual Language) | **Various Texas School Districts** 2012 – 2023

Texas

- Designed and delivered differentiated curriculum for linguistically and academically diverse learners across grades 3–8, including dual-language and STEM-track programs
- Led campus professional development on technology integration, Google Workspace, and Apple iPad implementation — serving as technology champion across multiple campuses
- Managed 1:1 device programs, interactive display deployments, and learning management system rollouts
- Earned Google Certified Educator Level 1 and Apple Teacher certifications; applied credentials to train colleagues and model technology-integrated instruction

English Language Teacher | **International School — Taiwan** 2010 – 2011

Taiwan

- Designed and delivered English language curriculum for adult and youth learners in a cross-cultural immersive environment
- Adapted instructional methods across language and cultural barriers — built foundational skills in reading audience, adjusting communication style, and facilitating learning without shared linguistic context
- Developed international perspective and cross-cultural competency that directly informs inclusive instructional design practice

Conservatorship Worker | **Texas Department of Family and Protective Services (TDFPS)** 2007 – 2010

Texas

- Managed complex, high-stakes caseloads requiring precise documentation, legal compliance, and multi-agency coordination across courts, healthcare providers, law enforcement, and community organizations
- Conducted structured assessments and wrote formal reports for legal and administrative stakeholders — developed strong data literacy and professional written communication skills under high-stakes conditions
- Coordinated training and onboarding for new caseworkers in documentation procedures and case management systems
- Applied anthropological and behavioral science background to understand family systems, cultural dynamics, and barriers to service adoption — directly transferable to adult learning design and organizational change management

KEY PROJECTS & DELIVERABLES

PROJECT	IMPACT
Clear Touch Connect District Rollout	End-to-end implementation leadership for a district-wide enterprise platform, including documentation suite, training materials, and adoption tracking
Heritage Night Interactive Panel Deployment	Designed 10 interactive exhibit boards with bilingual media, branded navigation hubs, and audience-facing interfaces for 75-inch enterprise displays
Training Performance Optimization Framework	Built data-driven Goldilocks Zone model to reduce unnecessary on-site presence while maintaining or improving training outcomes — delivered as branded PowerPoint and PDF report
Visible Signs of Student Engagement PD Course	Collaborative professional development course co-designed with classroom teacher, connecting district engagement framework to hands-on EdTech tools

TECHNICAL SKILLS & TOOLS

Cloud & Infrastructure	L&D & Instructional Design	Enterprise Platforms	Tools & Analytics
AWS (EC2, S3, IAM, VPC) Android Enterprise MDM Device Policy Management Firmware Management	Curriculum Design Adult Learning Theory Station Rotation Model Training Analytics	Clear Touch / Nuiteq Google Workspace Apple School Manager Canvas/Instructure	Google Slides/Docs Microsoft Office Suite Canva Pro Data Visualization

EDUCATION

Bachelor of Arts in Anthropology · University of North Texas · Denton, TX · 2007

Foundation in human behavior, cultural systems, and ethnographic research methods — directly applicable to instructional design, adult learning theory, and technology adoption analysis.

Texas Teaching Certifications: Mathematics, Science, STEM, Dual Language · Google Project Management Certificate (In Progress, 2026)