

# Melissa Harbour, Instructional Systems Designer

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## Professional Summary

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My goal as an instructional designer is to enable people to achieve their performance potential by creating meaningful and engaging learning experiences. My experience in the field centers on employing the ADDIE model to design and develop a variety of instructional solutions including games and simulations and interactive e-learning.

### *Key Services*

- Analyzing performance issues, recommending solutions, developing programs for addressing the issue, and rolling out solutions, processes, and strategies
- Designing and developing instructor-led and self-directed e-learning training and performance support materials
- Conducting tasks analyses, research, and SME interviews to analyze content
- Designing engaging multimedia instruction with an emphasis on user experience (UX)

### *Technology Skills*

- E-Learning: Articulate Storyline, Adobe Captivate, BlackBoard (LMS), WebEx Conferencing
- Multimedia: Camtasia Studio, SnagIt, Adobe Photoshop, Adobe Premiere, Audacity
- Microsoft: Word, Excel, PowerPoint, Project
- Gaming/ Simulation Design
- Basic HTML, CSS, Javascript

## Experience

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*Instructional Systems Designer*, Booz Allen Hamilton

May 2014 – Present

- Analyzed training needs to conceptualize and develop an online training program plan
- Researched learning management systems (LMSs) and led adoption and implementation of the Blackboard LMS throughout training program
- Collaborated closely with Subject Matter Experts (SMEs) to design instructional content
- Developed interactive eLearning training and assessment modules using Articulate Storyline 2
- Employed instructional design theory and principles to create easy to understand, engaging training for complex military subjects while ensuring content alignment with doctrine
- Managed several projects with team members working remotely
- Mentored two interns and colleague in instructional systems design practices
- Evaluated use of Virtual Battlespace 3 (VBS3), a simulation/ gaming software, and provided supporting training materials and recommendations for improving effectiveness of implementation for individual and group training
- Worked with SMEs and technical personnel to create a program of instruction for VBS3 administration courses
- Worked with instructors of a face to face course to adopt a blended approach using digital testing and online homework activities
- Created supporting project materials including course evaluations, eLearning development style guide, quality assurance processes and checklist, and project completion trackers

*Educational Technology Unit Graduate Assistant*, University of North Carolina Wilmington, Watson College of Education

August 2012 – May 2014

- Assisted faculty with BlackBoard course design and development
- Created and edited training videos and job aids
- Assisted faculty with WebEx video conferencing technology needs and classroom implementation
- Designed and developed technology-based training using Articulate Storyline

*NC QUEST Grant Graduate Assistant Evaluator*, University of North Carolina Wilmington, Watson College of Education

August 2012 – December 2014

- Worked with faculty team to design professional development (PD) workshop program
- Assisted in delivery of PD workshops
- Developed videos, job aids, and eLearning modules as self-instructional materials for PD participants
- Conducted formative and summative evaluation of program goals using Kirkpatrick's four-level model
- Assisted in creating reports and presentations
- Managed communication, assignments, and resource library via Edmodo site

*E-Learning Module Developer*, Uni-SPIRE

2013– 2014

- Developed 15 innovative and engaging interactive modules using Articulate Storyline

*Minecraft Summer Camp Counselor*, Cape Fear Academy

Summer 2013

- Designed a week-long course focused on team-building and technology skill development for children ages 8-15
- Delivered three weeks of Minecraft camp for up to 23 children per week

### **Certifications and Designations**

	Authority	Date Received
ICAgile Certified Professional (ICP)	International Consortium for Agile	March 2016
Innovation Professional Certification, Design Thinking & Foundation Level	International Association of Innovation Professionals	January 2016
Kirkpatrick Certified Professional, Bronze Level	Kirkpatrick Partners, LLC	March 2015
Personnel Security Clearance, Secret	U.S. Department of Defense	April 2014

### **Education**

Master of Science	Instructional Technology	University of North Carolina at Wilmington	December 2014
Bachelor of Arts	Psychology and Sociology	University of North Carolina at Wilmington	December 2010