

Melissa Carty, M.Ed.

910-322-9090 | mcarty487@gmail.com

CURRICULA DESIGN ANALYST | INSTRUCTIONAL DESIGNER | SOFTWARE TRAINER

Innovative and detail-oriented professional with extensive experience as a Curriculum Design Analyst, Instructional Designer, & Software Trainer. Proven ability to create engaging and effective educational programs and training materials that enhance learning outcomes and meet diverse learner needs.

CORE COMPETENCIES

Curriculum Development | Educational Standards | Instructional Design | Instructional Design Models | Training Delivery
Needs Assessment | Project Management | e-Learning Development | Interpersonal Communication & Collaboration

HIGHLIGHTS & CONTRIBUTIONS

- 4+ years Curricula Design Analyst at Blue Cross NC: 2024, 2023, 2022, 2021, 2020 - Blue Cross NC – Learning Elite Gold Winner.
- Credly Badge earner <https://www.credly.com/users/melissa-carty>
- 2 years software trainer and facilitator: National Institute of Health, Blue Cross NC.
- 1 year as an Instructional Designer at National Institute of Health; specializing in systems training and technical writing.
- 18 years of experience in elements of instructional design based on course objectives.
- 7 years of experience in curriculum design and developing training materials specific to adult learners.
- 6 years of experience e-learning technology and online training courses.
- 5 years of experience with LMS technology: Workday Learning, Saba | Certified in Partner from the Start.

PROFESSIONAL EXPERIENCE

Blue Cross and Blue Shield of North Carolina, Durham, NC

07/2019 – 05/2025

Curricula Design Analyst, (07/2020 – 05/2025)

- Conducted training needs analysis and stakeholder consultations. Documented findings in Salesforce to inform curriculum strategy.
- Designed digital learning solutions in Workday Learning aligned with adult learning principles, resulting in increased learner engagement.
- Set curricula design standards according to evidence-based adult learning principles, wrote SOPs and job aids to align new processes to various roles.
- Maintained version control, implemented traceability procedure, and informed improvements across modalities based on data insights.
- Led Governance management efforts by establishing an audit process
- Coordinated development updates for approximately 500 successful course deliveries, averaging 8.2% scrap learning and a NPS of 69 (12 points above the national benchmark)
- Created and updated web-based training (WBTs) for the business process management team: Project Charters, Envision, Dimensions of Value, APQC, Risk Management, Root Cause Analysis. Anticipated audience of over 5,000 learners per WBT, which increases enterprise-wide awareness of process management and governance.
- 2023 & 2025 - Organized SharePoint migration for Customer Service, Claims, and Finance content which positively impacted effectiveness for Blue U team members, SMEs, and Operational Leadership.
- Provided peer leadership by onboarding and mentoring an intern in 2022, offering training and guidance that supported their successful project contributions and development.
- Researched and curated internal and external learning content to support course development, ensuring relevance and alignment with organizational learning objectives.
- Collaborated with business units to perform audience, process, and systems analysis, informing the design of targeted training programs that addressed specific operational gaps.
- Developed new training solutions by synthesizing input from instructional designers, SMEs, and stakeholders, resulting in high-impact content aligned with business objectives.

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- Reviewed and updated curriculum on a semi-annual, annual, or 18-month basis to ensure alignment with evolving business processes and strategic goals, contributing to consistent learner outcomes.
- Acted as primary liaison between SMEs and Blue U team members to ensure timely updates and accurate translation of evolving business needs into training materials.
- Curated content into thematic sections in Degreed Learning. Facilitated Claims training utilizing Zoom and Microsoft Teams platforms.

Facilitator (Contractor under Select Source International), (07/2019 – 07/2020)

- Managed course deliveries for 200+ learners through Workday Learning and facilitated five (5) Sales and Membership training sessions both in-person and virtually using Skype and Zoom resulting in above benchmark post training survey results.
- Edited and uploaded instructional videos to BLOOM for approximately 200 learners and maintained presentation content, supporting consistent and engaging learner experiences across formats.

National Institute of Health (Train IT), Rockville, MD | Instructional Designer | Software Trainer 11/2017 – 12/2018

- Wrote 508 compliant facilitator guide, user guide, and quick reference guides for Property Management software training course. Delivered this training to 100+ learners in Maryland and North Carolina. Completed curriculum maintenance work based on SME and learner feedback and system updates.
- Utilized Articulate Storyline 360 to design and develop a WBT on Property Management for all National Institute of Health new hires.
- Provided Saba LMS Administration support to clients
- Collaborated with subject matter experts to develop targeted documentation and training solutions, leading to streamlined processes and improved content accuracy across multiple departments.
- Delivered training for 30+ administrative staff on a new web-based travel system, supporting a smooth transition and reducing system-related inquiries by 40% post-implementation.

UNC-TV, Research Triangle Park, NC | Instructional Designer

06/2016 – 06/2017

- Designed and deployed a digital survey to collect user feedback on the Lightboard Studio experience, yielding insights that shaped future instructional support.
- Provided one-on-one guidance to clients on scripting, layout, and delivery to enhance the effectiveness of their recorded training content.

Harnett County Schools at Highland Elementary School, Lillington, NC | Educational Tutor

10/2016 – 06/2017

- Applied the Fountas & Pinnell LLI program to improve reading accuracy, fluency, and comprehension among 5th-grade students. Developed formative assessments and skill-specific learning modules to personalize math instruction and reinforce foundational concepts.
- Used benchmark data to identify learning gaps and deliver targeted re-teaching, adapting instruction to each student's position within the vertical alignment of math standards.
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Harnett County Schools, Moore County Schools | Teacher

01/1999 – 06/2015

Cumberland County Schools, Nexus Learning Cyber Charter School

- Developed online curriculum and instructional materials, maintained a classroom website to support digital learning, and mentored new teachers, contributing to smoother onboarding and instructional consistency.
- Ensured compliance by managing confidential student documentation
- Administered standardized assessments in compliance with state and county regulations, ensuring data accuracy and using results to inform instructional planning and curriculum adjustments.
- Planned and coordinated experiential learning opportunities, including field trips, guest speaker sessions, and fundraising events, to enhance student engagement and connect curriculum to real-world experiences.

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Master's Degree, Training & Development – North Carolina State University

Master's Degree in Education – California University of Pennsylvania

Bachelor's Degree in History – Clarion University of Pennsylvania

Graduate Certificate in Instructional Design – North Carolina State University