

Melissa Ann Smith

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SUMMARY

Instructional Designer with 13 years of experience. Extensive experience in development of both online and instructor-led training programs, and program/project management. Strategic problem solver with excellent analytical and communications skills. Highly motivated self-starter with exceptional organizational skills and the ability to prioritize multiple tasks. Life long learner.

EDUCATION

BA in Communications, May 1999

Rhode Island College, Providence, RI

Concentration: Speech and Hearing Science

Minor: Psychology

Master of Distance Education Degree, May 2011

University of Maryland University College, Adelphi, MD

Overall GPA: 3.9

Graduate Certificate, August 2009

Leadership in Distance Education

University of Maryland University College, Adelphi, MD

Graduate Certificate, December 2009

Foundations of Distance Education

University of Maryland University College, Adelphi, MD

Graduate Certificate, December 2010

Teaching and Training at a Distance

University of Maryland University College, Adelphi, MD

Graduate Certificate, May 2011

Library and Intellectual Property Issues in Distance Education

University of Maryland University College, Adelphi, MD

E-Learning Instructional Design Certificate, July 2010

ASTD Education Program, Boston, MA

EMPLOYMENT

2005-Present

Senior Instructional Designer

Schneider Electric, formerly American Power Conversion Corporation, West Kingston, RI

Responsible for the instructional design of E-learning programs for three corporate online universities for Schneider Electric's customers and employees on a worldwide basis. Manage the process for training development lifecycle from initial design through delivery and evaluation. Establish core competencies and skills matrices. Perform gap analysis and determine learning objectives. Meet quarterly deadlines to produce a minimum of three courses per quarter. Work proactively and collaboratively both inside the organization, as well as with support groups.

2004-2005

Customer Solutions Training Manager

American Biophysics Corporation, North Kingstown, RI

Implemented and solely managed a 2-week training program for new hires using ISD method, ADDIE. Conducted 8 training programs over a 16 week period. Implemented Quality Monitoring Program for all Customer Solutions Representatives. Monitor and coach Customer Solutions Representatives daily. Implemented two incentive programs for all Customer Solutions Representatives, based on criteria determined by the Customer Solutions management team. Implemented monthly online quiz to ensure accuracy and consistency in messaging of product and policy updates throughout the Customer Solutions Department.

2000-2004

Employee Development Specialist

Enterprise Technical Trainer

Putnam Investments, Franklin, MA

Provided technical training for new hires, as well as ancillary training for existing employees. Responsible for the development and implementation of training materials, including technical manuals and skill assessment. Provided training and consultative services to two business units: Institutional Management and Insurance Products Services.

Spearheaded the development of a four-week annuities training program for the Putnam Allstate variable annuity products. Responsible for the implementation and development of a monthly WebCT quiz to address current trends in training, Dalbar initiatives, and quality assurance.

Responsible for the development, testing and implementation of over twenty-five web-based E-learning modules and numerous learning objects. Used new development resources, such as Camtasia and Outstart's SoftSim, to engage the participant and to further the ADDIE methodology of instructional design.

1999-2000

Insurance Products Specialist

Agility Representative I

Putnam Investments, Franklin, MA

Demonstrated superior telephone support for clients and brokers in the Insurance Products Department. Performed on-the-job trainer responsibilities for incoming employees. Proficient in several Retirements Operations queues. Recognized by department administration for exemplary performance. Followed department initiatives for upholding quality standards.

AFFILIATIONS

- Member, Lambda Pi Eta, Epsilon Chi Chapter, Rhode Island College (National Honor Society for Communications)
- Member, Phi Kappa Phi, University of Maryland University College (National Honor Society)
- Candidate, Presidential Management Fellows Program

COMPUTER SKILLS

Use computer based software daily to achieve goals. Proficient in Articulate Studio, Articulate Storyline, Adobe Connect (formerly Breeze), Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Photoshop, WebCT, Siebel RMS, Oracle, Camtasia, Outstart Evolution and Soft Sim.