

MELISSA MIRAGLIA

INSTRUCTIONAL DESIGNER

LinkedIn:
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Multi-skilled designer proficient in educational pedagogy and learning theory. Widely skilled in interactive multimedia eLearning course design, technical writing, editing, training, project management, graphic design, and audio/video editing using 508 compliances within ADDIE and AGILE methods. Developed an evaluation and assessment template for designing corporate identity marketing materials used in university IDT curriculum. Created a portfolio ranging from traditional classroom instruction to web-based and hybrid course design, and self-paced interactive eLearning modules. Skilled at SME interviews. Extensive multicultural experience and sensitivity.

Areas of Expertise

- Analytical Skills
- Learner and business needs assessment
- Instructional Assessment
- Learning objectives
- Curriculum Mapping
- LMS
- Learning Theories/ID models/Online Pedagogy
- Project Management
- HTML5/CSS3, Multimedia & eLearning Design
- Interactive Textbook Design
- Audio/Video Editing
- Storyboarding, script/Course Design
- Gamification Design
- Graphic & Publication Design
- Technical Writing/Copy Editing
- Cloud based Storage Platforms
- Windows & Macintosh OS

TECHNICAL SKILLS

Microsoft: Office Suite, Outlook

Adobe: Illustrator, Photoshop, InDesign, Acrobat, Audition, Dreamweaver, Premiere, Connect

Content Authoring: Articulate Rise/Storyline, Adobe Captivate, Lectora Inspire, iBooks Author

Audio and Video: Audacity, Adobe Audition, Camtasia, Premier Pro

Learning Management and Content Systems: Blackboard, Absorb, Moodle, Canvas, WordPress

Project Management: MS Project

EDUCATION

Master of Science: Instructional Design and Technology (GPA 3.97), 2017

Southern New Hampshire University, Manchester, NH

Bachelor of Arts: Communication, 2013

Southern New Hampshire University, Manchester, NH

CERTIFICATIONS

Project Management (CCHMC Error Prevention System Beta Design Team)—Dr. Timothy Kloppenborg/ Xavier University/CCHMC

Therapeutic Art & Life Purpose Coach Workshop Facilitator Certifications—Udemy.com

Conference Planning Certification—The International Association of Administrative Professionals /CCHMC

CAREER EXPERIENCE

Melissa Miraglia Designs – Cincinnati, OH & Jamestown, NY 2002 – Present

Independent Consultant and Designer

Provide private clients with Instructional Design (eLearning and Course Design) services. Leverage multi-faceted expertise to offer copywriting, technical writing, and creation and delivery of training and development programs. Evaluate client needs and define objectives, creating bespoke solutions drawing from diverse methodologies and technologies. Present proposals and formulate criteria for success. Produce high quality outcomes for clients while effectively managing multiple projects. Ensure effective communication across stakeholders to complete projects within

set timeframes. Additionally, provide non-education-based services including graphic and publication design, logo design, voice talent, website design, and work as visual artist.

Recent Noteworthy Projects:

Chautauqua County Healthy Housing, NY 2018

Partnered with Chautauqua County Healthy Housing to create official Tenant Information brochure. Edited copy and designed attractive and informative brochure to educate residents about lead poisoning and pests.

Jamestown Renaissance Corporation, Jamestown, NY 2018

Designed eModule training for Jamestown Ambassador Program in support of National Comedy Center opening. Project focused on ensuring merchants acquired range of information regarding town history and local places of interest. Essential training included educating merchants in multicultural awareness and developing authentic sensitivity toward visitors. Resulted in increasing tourism satisfaction by 50%.

Cincinnati Children's Hospital Medical Center – Cincinnati, OH 2006 – 2012

Education Assistant – Education and Training Department

Coordinated and expedited communications and work schedule in fast-paced, team-based environment for busy hospital. Facilitated in-house education by developing training and informational media for both employees and family-centered care. Trained digital equipment users and resolved cross-platform presentation issues. Updated and managed Mediasite server information. Analyzed instructional technology requirements for various modules and scheduled digital services and resources. Implemented improvements to file management process utilizing virtual network computing technology.

- Designed graphic system for digital classroom training module in Executive Board Room.
- Trained new employees and technology users.
- Developed Audio/video multi-media presentations in collaboration with medical center clients for department events, employee training and educational presentations.
- Analyzed data and increased budget cost efficiency 30 % by tracking and generating monthly cost recovery and metrics data reports.

VOLUNTEER EXPERIENCE

Learning and technology beta tester during exhibit installments of the National Comedy Center, 2018

Programs and Events Coordinator for CCHMC Veteran's Advisory Council, 2010 – 2012

- Coordinated feature speakers, and planned celebrations for the CCHMC veterans resource group.

Rooftop Garden Committee, Healing Gardens Research and Garden Plan, 2008 – 2011

Recycling Committee Education and Training Department Liaison, 2007 – 2009

PROFESSIONAL TRAINING

Effective Leadership Training, 2011

Consultation Training, 2007

Diversity Awareness Training, 2006

AFFILIATIONS

The National Society of Leadership and Success, 2015 – Present

Association for Educational Communication and Technology, 2014 – Present

AWARDS & HONOURS

Winner of 3rd Street Canvas Urban Literary Trail Competition, Jamestown, NY, 2013

Authored and delivered Dr. M. L. King Jr. Memorial Address, 2009 & 2010