

MCH

MELISSA L. CURTIS-HENDLEY, M.T.D. INSTRUCTIONAL DESIGN AND CONSULTING | FACILITATION

Experienced Instructional Designer, Consultant and Facilitator with extensive and diverse continuous improvement experience in a variety of industries including finance, healthcare, service, manufacturing, distribution, food, supply chain, and government.

OBJECTIVE

To work in a fast-paced, challenging atmosphere where I can utilize my extensive design and continuous improvement expertise across industry to exceed the goals and objectives of the client through the customized development of exceptional content and instructional materials.

SKILLS

- Lean Rules/Principles
- Kaizen
- Value Stream Mapping
- Microsoft Office Suite Applications including: Word, Excel, Power Point, Publisher
- Adobe Captivate
- Go Animate
- Process Mapping
- Professional of Human Resources (PHR) 2003-2009

EXPERIENCE

PRINCIPAL CONSULTANT • MCH CONSULTING AND DESIGN, LLC • CLARKSTON, MI OCTOBER 2017-PRESENT

- Engages with clients to identify needs, determine knowledge and skill gaps and define appropriate learning goals in accordance with the ADDIE design model.
- Develops customized training solutions and corresponding instructional materials to support curriculum including: instructor and participant guides, takeaway references, standard work instructions, presentation slides, workbook/activity pages, and visuals.
- Assesses existing training program content using learner feedback analysis to evaluate curriculum and identify learning objective, content, instructional material and activity gaps.
- Conducts strategy sessions with executive leadership to establish a roadmap and identify initiatives to achieve goals.
- Facilitates training sessions with learners across a variety of roles ranging from senior leadership to frontline employees as well as train-the-trainer sessions to ensure comprehensive and engaging delivery.
- Authors content scripts and storyboard designs for e-learning modules.
- Collaborates with Subject Matter Experts to ensure comprehensive and accurate content that includes customized examples that represent the organization and its initiatives.
- Manages project to define project tasks, identify and coordinate resources required for project completion and monitors progress to ensure on-time client delivery.
- Designs simulations, including standard work instructions to support learners as well as instructional guidance to support the facilitator.
- Ensures material formatting and layout compliance with established style guidelines.



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INSTRUCTIONAL DESIGN AND CONSULTING | FACILITATION

**INSTRUCTIONAL DESIGN DIRECTOR • LEAN LEARNING CENTER •
TROY, MI JANUARY 2006-OCTOBER 2017**

- Engaged with clients to identify needs, determine knowledge and skill gaps and define appropriate learning goals.
- Developed customized training solutions and corresponding instructional materials including instructor and participant guides, takeaway references and visuals focused on continuous improvement techniques, operating systems, and lean thinking.
- Facilitated training sessions across a variety of roles ranging from senior leadership to frontline employees to introduce lean rules and principles and foundational improvement tools.
- Utilized the ADDIE module to author content scripts and design storyboards for e-learning modules.
- Supervised and mentored an Instructional Technologist in the collaboration and development of e-learning modules.
- Developed instructional materials for educational simulations including facilitator guides, participant guides, visual aids, standard work instructions and illustrative graphics.
- Collaborated with Subject Matter Experts to identify content for both classroom and e-learning curriculum as well as educational products.
- Analyzed learner feedback to evaluate existing content curriculum and address content, instructional material and activity gaps.
- Supervised the launch of newly developed training curriculum, evaluated and identified gaps to be filled.
- Conducted train-the-trainer sessions on customized curriculum developed for clients as well as licensed curriculum.
- Provided instructional support to clients worldwide who had licensed training curriculum.



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MELISSA L. CURTIS-HENDLEY, M.T.D.
INSTRUCTIONAL DESIGN AND CONSULTING | FACILITATION

**SPECIAL LECTURER • OAKLAND UNIVERSITY • ROCHESTER, MI
SEPTEMBER 2005-PRESENT**

- Facilitates undergraduate and graduate classes within the Department of Organizational Leadership with a focus on instructional design and program evaluation.
- Developed and implemented instructional materials including lesson plans and sample deliverables to build learner proficiency.
- Mentors and guides students through the development of training program design and associated materials for required projects.
- Classes taught include: Technology Applications in HRD; Instructional Methods; Program Evaluation and Instructional Design; Group and Team Development/Leadership; E-Learning in Organizations; Presentation and Facilitation.

**HUMAN RESOURCE ADMINISTRATOR • OXFORD BANK • OXFORD, MI
JULY 2001 – JANUARY 2006**

- Designed instructional materials and content for new employee orientation, annual open enrollment and sexual harassment training.
- Facilitated new employee orientation and annual benefits open enrollment training sessions.
- Processed required documentation for new employees.
- Processed benefits enrollment, termination and qualifying changes while ensuring compliance with COBRA regulations.
- Processed bi-weekly payroll for 160 employees, ensuring accuracy of pay increases, commissions, tax withholding and deductions.
- Completed annual OSHA, EEO-1, Vets-100 Reports and 401(k) discrimination testing.
- Consulted management on hiring, termination and disciplinary action.



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**MORTGAGE & CONSUMER LOAN CLERK • OXFORD BANK • OXFORD, MI
SEPTEMBER 1997 – JULY 2001**

- Processed customer applications and preapproval documents
- Reviewed construction loan draw requests, verified approval with title company and funded draws
- Prepared loan closing documents
- Entered loan into system and verified accuracy of information

**CONSUMER LOAN CLERK • OXFORD BANK • OXFORD, MI
SEPTEMBER 1997 – AUGUST 1999**

- Processed and balanced customer auto loan payments daily
- Balanced credit card transactions and cash advances daily
- Entered approved loans into the system
- Prepare loan application denial documentation

EDUCATION

**MASTER OF TRAINING AND DEVELOPMENT • DECEMBER 2005 • OAKLAND
UNIVERSITY – ROCHESTER, MI**

- Masters project explored the role of leadership in organizational lean transformations
- Designed training curriculum for at-risk students in elementary, middle-school and high-school levels that focused on developing effective sleep habits through Sweet Dreamzzz of Detroit

**BACHELOR OF ARTS, POLITICAL SCIENCE • DECEMBER 2001 • OAKLAND
UNIVERSITY – ROCHESTER, MI**

- Concentration in Human Resource Management
- Departmental and Honors College Honors



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