



Melissa Bengtson

INSTRUCTIONAL DESIGNER

Always learning and growing.

CONTACT

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EDUCATION

COMMONWEALTH UNIVERSITY
(Bloomsburg Campus)
MS Instructional Design
December 2024

UNIVERSITY OF SAINT JOSEPH
BS Special Education
May 2017

SKILLS

- Multimedia Development
- Authoring Tools
- Curriculum Development
- Blended Learning
- Accessibility
- Needs Analysis/Data Collection
- Simulations/Demonstrations

EXPERIENCE

INSTRUCTIONAL DESIGN INTERN YAHOO, INC.
June 2024 – August 2024

Developed a tool and facilitated a workshop to streamline the process of creating measurable learning objectives aligned with Kirkpatrick's levels of evaluation. Revamped 80% of the blended learning content within the accounts curriculum by transforming static content into interactive Articulate Rise and Storyline blocks, boosting call center agent engagement and improving knowledge retention. Created 8 assets such as videos, gamified micro-learning activities, and infographics to improve product knowledge and improve sales.

INSTRUCTIONAL DESIGNER COMMONWEALTH UNIVERSITY
August 2023 – May 2024

Adapted over 15 hours of instructor-led training into asynchronous eLearning modules, tailoring content delivery for diverse learners using tools such as Articulate Rise, Storyline, Colossyan Creator, iSpring, and Vyond. Accumulated over 100 hours of hands-on experience with industry leading authoring and multimedia tools.

SENIOR HEAD TUTOR DS ASSOCIATION OF CT
September 2017 – Present

Established an after-school literacy program, resulting in a 500% increase in program capacity within the initial two years. Developed curriculum and achieved an annual literacy progression rate of 80% or higher across all members.