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| “*Misty is simultaneously strong in creative capacity and detail orientation, a rare combination that I have experienced in my 11+ years of training management. She is a very driven professional with a mind towards both the quality of the end result and the required deadline. In over 65 learning projects with Misty at the helm, there were none that exceeded deadline or budget. Without hesitation, I would hire and utilize Misty's services and experience in an instructional design capacity whenever the opportunity exists.”* Recommendation by Former Manager  *“Misty is by far one of the most professional, hard-working, and balanced people I've ever had the pleasure to work with…Misty is patient when teaching and dead-on when critiquing her own and other's work. I would recommend Misty for any position that allows her to use her existing skills and challenges her to learn more. She uses sound Instructional Systems Development methodologies and takes on any task with a smile and an "I will not fail" attitude, which is infectious and drives others to work harder and pull their weight.”* Recommendation Excerpt by Former Co-worker    *“Misty enhanced consultative relationship with departments by working with them to determine quick, efficient ways to address learning needs. Just-in-time learning solutions enabled employees to focus on specific performance needs and implement new behaviors quickly”* Performance Review Excerpt  *“Misty manages and delivers cost-effective, high quality training activities for staff that support process improvement, outstanding performance and customer collaboration.”* Performance Review Excerpt  *“Misty ensures that training activities are designed and delivered on time, within budget and according to stakeholder requirements.”* Performance Review Excerpt | Misty Shelton Attaway  PO Box 2571 ◼ King, NC 27021 ◼ 919.818.6612 ◼ mindstrengthnc@gmail.com  Profile | |
| Experienced instructional designer, eLearning developer, and performance consultant. Over eighteen years of corporate education and organizational development experience. Proven ability to establish successful learning programs, improve end user performance, increase speed to competency, and reduce training costs. Expertise in AGILE process enhancement, performance consulting and blended learning solutions. Strong financial, medical and clinical trial business acumen.  Specialties: Extensive experience in healthcare and financial industries. Experience with sales and product training, social media marketing, government required process training, and subject matter expert engagement. E-learning and blended learning program development including instructor-led, curriculum development, performance evaluation, needs analysis, and organizational development. Using AGILE and ADDIE models to produce business process plans and documentation and effective instructional design and development.  Experience  **SweetRush, Inc** —King, NC (Remote)  *Instructional Designer/Independent Contractor, 2016 – Present*  Consult with clients to implement process improvement, corporate documentation and alternate learning solutions. Develop implementation plans for various clients to meet determined performance needs. Follow learning architect solutions to design and develop eLearning and instructor-led events.  **Proficient Learning, LLC**— Wilmington, NC (Remote)  *Senior Instructional Designer/Service and Delivery Team Lead, 2015 – 2016*  Responsible for leading learning projects for pharmaceutical and healthcare clients using AGILE methodologies. Conduct performance consulting and front-end and specific learning analysis. Design training materials including case studies and learning simulations. Work closely with client through implementation and evaluation process.  **Allscripts** — Raleigh, NC — Electronic Health Records, Revenue Cycle Management  *Senior Instructional Designer, 2013 to 2015*  Designed training curricula for Allscripts applications for external clients. Coordinated with implementation teams on key initiatives: product upgrade/releases, new product rollouts, and on-going new Education Services offerings/initiatives. Worked directly with clients to determine desired training outcomes and programs specifications.  **Wake Technical Community College** — Raleigh, NC — State Community College  *Part-time Instructor, 2011 – 2013*  Instructed students on various eLearning development software. Instructed one Camtasia course, three Adobe Captivate 5 & 6 introductory courses, and two Adobe Captivate 5 & 6 intermediate courses.  **Health Decisions** — Durham, NC — Midsize Clinical Research Organization (CRO)  *Manager – Corporate Training, 2008 to 2013*  Direct the corporate training team in all training operations and partnerships for Clinical Research Organization. Responsible for development and facilitation of training materials across a multi-geographic/global footprint. Perform corporate training management, organizational development, and instructional design duties. Responsible for using AGILE methodologies to develop and document business processes for all lines of business.  **First Citizens Bank** —Raleigh, NC  *Senior Instructional Designer/Assistant Vice President, 2005 - 2008*  Designed and developed operational and sales learning in support of over 5,000 associates across a multi-geographic footprint. Performed full range of instructional design duties and created blended learning solutions included e-learning, instructor led and virtual classroom deliveries. Implemented 23 interactive online courses using Captivate and Lumenix. Supported Business & Treasury Services partners to promote deposit growth and cross-selling efforts.  **Bank of America** —Greensboro, NC  *Lead Instructional Designer/Assistant Vice President, 2000 – 2004*  Designed and developed servicing, sales, and fulfillment learning in support of 4 sites for approximately 3,500 associates. Successfully implemented online call center new hire program increasing speed to competency by 33%. Coordinated new hire curriculums for seven lines of business partners to increase speed to competency by 25%. Served as training project lead for two Mortgage Servicing site transitions. Led team in restructuring Learning Content Management System (LCMS).  **Bank of America** —Greensboro, NC  *Team Leader/Operations Officer, 1997 – 2000*  Managed a staff of 17 ensuring customer service level agreements were met/maintained. Acted as Project Manager on product implementation projects for the Consumer Real Estate division. Successfully implemented online call center new hire program increasing speed to competency by 33%. Coordinated new hire curriculums for seven lines of business partners to increase speed to competency by 25%. Served as training project lead for two Mortgage Servicing site transitions. Led team in restructuring Learning Content Management System (LCMS).  Education  Wake Technical Community College — Raleigh, NC | |
| * Business Administration (currently pursuing) |  |
| Forsyth Technical Community College — Winston-Salem, NC   * Business Administration   Certifications & Affiliations   * Certified Meaningful Use Professional (CMUP) * Certified Six Sigma Green Belt (CSSGB) * International Society of Performance Improvement – Past Chapter President * American Society for Training & Development – National and local member | |
|  | Image result for google logoPrevious Clients (self-employed/contract basis) | |

