

# Melissa Hanbery

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[Melissa Hanbery | LinkedIn](#)

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Experienced technology professional with a demonstrated history of working in state government. Skilled in Institutional Policy, Research, Educational Technology, Business Process Development, Customer Success, Program Management, Collaborative Leadership, and Instructional Design Methodologies.

## EXPERIENCE

### Business Analyst I, University of Central Florida, Orlando, FL, 09/2015-current

- Responsible for programming of degree audits, operationalization of institutional policies, and undergraduate catalog content. Improved technical processing time for degree audits from 47% to 73% and updated academic language for over 20 policies in catalog.
- Provided customer support using email and the Service Now ticketing software.
- Develop web-based methods for professional development in the Canvas learning management system, using best practices.
- Drafted over 45 documents for business processes and logistics.
- Research academic requirements and recommend strategies for best practices.
- Improved communication to stakeholders for policies and procedures.
- Collaborate on organization-wide projects.
- Participate in assessment initiatives to identify key performance indicators using surveys and research.

### Associate Learning Designer, Aula Education, 07/2020-01/2021 (contract)—Aula Learning Designer Certified

- Collaborated with stakeholders on wire-framed learning designs for course modules.
- Imported Moodle course materials into Aula learning management system.
- Provided client support to refine course development.
- Researched quality enhancements to the platform and boosted performance of module development.

### Academic Advisor, University of Central Florida, Regional Campuses, 07/2010-09/2015

- Facilitated efficient graduation plans for more than 2000 students by providing academic advising, customer service, and registration support in a fast-paced environment.
- Enhanced structure and performance of the UCF Central Region Peer Advising program.
- Designed student onboarding program in Canvas learning management system.
- Marketed opportunities to prospective students.
- Collaborated with stakeholders to improve student retention.

## SKILLS

- Educational Technology
- Business Process Documentation
- Customer Service
- Research & Policy Recommendations
- Program Development
- Professional Learning Techniques
- Technical software, including ServiceNow, Microsoft Office suite, and Google suite
- Video conferencing software, including Zoom and Microsoft Teams

# EDUCATION

Graduate Certificate, Instructional Design

*University of Central Florida, 08/2020-05/2022 (anticipated)*

Master's Degree, Student Personnel in Higher Education

*University of Florida, 08/2005-05/2007*

Bachelor's Degree, Journalism

*University of Florida, 06/1996-05/2000*