

# MEGAN SALES

## SR. INSTRUCTIONAL DESIGNER & TRAINER

meganhpsales@gmail.com



703.798.7545



Syracuse, UT



### SKILLS

E-Learning/CBT

Video Editing

Curriculum Design

Curriculum Instruction

Quality Assurance (QA)

Technical Training

Adult Learning Methodology

Live/Classroom Training

Educational Theory

Technical Writing

Technical Editing

Project Management

### EDUCATION

MASTER OF EDUCATION

Curriculum Design/Instruction

College of William & Mary

2014 - 2015

BACHELOR OF ARTS

English/Women's Studies

College of William & Mary

2010 - 2014

### PROFILE

I'm an experienced instructional designer, corporate trainer, and L&D team lead. In my years of training, I have worked intimately with a wide demographic of students across all age groups and industries, both as a live trainer and ID/developer. Technology-driven learning is the future, and my mission is to thrive with those who are as excited to change the world politically, economically, and socially as I am—one learner at a time.

### TRAINING EXPERIENCE

#### SENIOR INSTRUCTIONAL DESIGNER

Entrata | June 2022 - March 2025

Entrata offers a cutting-edge operating system designed to optimize property management. Some of the world's largest owners use Entrata to run their properties. That's millions of residents! At Entrata, I worked with technical writers and live trainers to produce impactful educational material for our clients.

- Managed, designed, and developed web-based training (WBT) and multi-modality projects, both internal and external—needs analyses, curriculum design, project management, development, QA, deployment
- Designed, produced, and deployed large-scale and high-profile external onboarding and internal certification programs
- Audited and maintained client-facing documentation educating on lead-to-lease workflows (e.g., videos and courses)
- Collaborated with SMEs both inter and cross-departmentally to perform needs and gap analyses to continually improve training offerings
- Scripted, produced, edited, and maintained training videos

#### LEAD L&D SPECIALIST

6Connex | Oct. 2020 - Jan. 2022

I worked at one of the leading providers of virtual venue software as a live trainer, lead instructional designer, and L&D specialist. Our mission was to provide clients the flexibility to create agile virtual conferences, and training was a crucial part in educating clients to our software's usage.

- Delivered live, multi-client community trainings on technical subject matter
- Managed a team of instructional designers in a variety of internal and client-facing projects, including but not limited to the design, production, and maintenance of Web-based Trainings (WBTs), PDFs, video tutorials, and more
- Collaborated closely with subject matter experts to keep both internal and client-facing assets (i.e., documents, videos, etc.) instructionally sound and up-to-date
- Designed, managed, and facilitated tracking tools to manage all instructional design efforts mentioned above

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### TECHNICAL SKILLS

Microsoft Office Suite

Google Suite

Adobe Acrobat Pro

Adobe Premiere Pro

TechSmith Camtasia

Storyline 360, Rise

Composica

CSOD LMS

Docebo LMS

### CERTIFICATION

K-12 TEACHING LICENSE  
Virginia Board of Education  
July, 2015

ESL ENDORSEMENT  
Virginia Board of Education  
July, 2015

### TRAINING EXPERIENCE, continued

#### INSTRUCTIONAL DESIGNER

AllenComm | Jan. 2020 - Oct. 2020

Considered the “sports car” of the training industry, AllenComm is renowned for innovative, impactful blended learning. Here, I worked alongside the best and brightest in the country.

- Partnered with and managed communication and execution in a cross-functional team of artists, writers, and programmers to deliver tailored, cutting-edge learning solutions
- Collaborated and forged relationships with key business partners and subject matter experts to curate and shape relevant content
- Analysed complex content to create outlines, scripts, and storyboards for a variety of assets and modalities (e.g., web-based, instructor-led, virtual instructor-led, podcasts, videos, static non-SCORM, etc.)
- Designed and delivered training for clients including TD Bank, State Farm, Morgan Stanley, Enterprise Holdings, and more

#### NATIVE ENGLISH TEACHER

DYB Choisun Language Institute | Apr. 2019 - Jan. 2020

At one of Seoul’s most renowned English academies in the heart of Gangnam-gu, I worked alongside talented native English-speaking and Korean co-teachers to instill a love and thorough practice of English for our students.

- Designed engaging speaking and writing lessons on global current affairs and cultural, social, political, and technological issues
- Utilized thoughtful and innovative teaching strategies to make English comprehensible for low-level language learners
- Provided collaborative work and a creative classroom environment to optimise practical English production

#### BUSINESS ENGLISH INSTRUCTOR

Berlitz Institute | Aug. 2018 - Nov. 2018

Berlitz Institute is one of the most innovative language centres in the world. In Istanbul, I learned the Berlitz Method of teaching language in the most intuitive, natural way possible.

- Executed the Berlitz curriculum in a personalized way tailored to each specific class, ranging from group, to semi-private, to private students
- Promoted engaging, conversational teaching strategies completely in the target language (English) to allow students maximum speaking time
- Crafted an immersive environment in every class rich with opportunities to use English in a practical manner
- Utilized a “grammar light” method encouraging student-led critical thinking and development of spontaneous responses

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### REFERENCES

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CSRA Inc.  
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### ADDITIONAL EXPERIENCE

TAX L&D PROJECT MANAGER  
PricewaterhouseCoopers | Aug. 2017 – Feb. 2018

I provided instructional design and project management support for PwC (PricewaterhouseCoopers), the world's largest Assurance, Tax, and Advisory firm.

- Utilized a variety of Microsoft mediums (e.g., Word, Powerpoint, Adobe Acrobat Pro, etc.) and Google platforms to create, manipulate, and conduct thorough quality checks on client deliverables
- Utilized CSOD Vantage Learning Management System (LMS) to create events, sessions, and monitor registration for a variety of L&D instructional offerings
- Managed instructor sourcing, contracts, HR support requests, and materials inventories for national tax associate conferences of over 400 participants
- Project management and logistical support for Virtual Live Instructor Led (VILT) trainings and webcasts with up to 250 global participants

INSTRUCTIONAL SYSTEMS DESIGNER  
CSRA Inc. | Aug. 2015 – July 2017

Under CSRA's Center for Instructional Systems Design (CISD), I worked as an ISD and quality assurance for our primary client, Defense Acquisition University (DAU).

- Collaborated closely with internal staff and subject matter experts to analyze GFI, create storyboards IAW adult learning theory, and program instructional content
- Conducted rapid content analyses/revisions to GFI to achieve the client's goals
- Efficiently used DART/Composita to program instructional content; used innovative educational techniques to ensure content was both engaging and comprehensible
- Conducted rapid and thorough quality assurance (QA) of all deliverables

### SERVICE

VOLUNTEER WORKER  
Women's Education Program in Morocco/India, IVHQ, March – June, 2018

SOCIAL CHAIR  
Filipino-American Student Association (FASA), College of William & Mary, VA

SERVICE MEMBER  
Alpha Phi Omega, College of William & Mary, VA