

MATELAND R. MAYES

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- **Certified Professional in Designing Synchronous Learning** ATD certified learning design specialist
- **Certified Storyline 2 Next Level Designer** offering extensive knowledge in utilizing this development tool
- **Certified Professional in Effective Communications** offering a 17-year career distinguished by commended performance and proven results
- **Certified Project Manager for Learning Professionals**, including experience in project coordination, meeting facilitation, needs assessment, stakeholder analysis, data maintenance, conducting training classes, staff development, records management, training materials development, and e-learning/LMS management
- **Demonstrated success in training development** utilizing adult learning theories and interactive activities, developing learning programs for professionals, writing training manuals and job aids, analyzing and designing software training, and creating reference documentation

SKILLS

Instructional Design	Technical Writing	Project Management
Data Management	Curriculum Development	Course Creation/Management
Employee Training	Adult Learning	Assessment Creation & Tracking
Learning Path Planning	WebEx/Virtual Facilitation	ADDIE/SAM/Agile Development

PROFESSIONAL EXPERIENCE

LEXISNEXIS — RALEIGH, NC

Learning Technologist/Design & Tech Consultant

05/2012 – 12/2016

Responsibilities:

- Project Management – Managing large learning development projects, designing training and certifications for software products.
- Curriculum Development – Analyzing software and programs, deciding the best delivery method, and designing learning packages for attorneys, their practice managers, and administrators.
- Instructional Design - Conduct thorough needs assessments, define learning objectives, and create high-level design documents with recommended delivery method, content areas, and timing. Collaborate with product managers to create detailed design documents to leverage a variety of adult learning techniques to engage our customers. Partner with key subject matter experts and internal colleagues to capture best practices in specific content areas, incorporate data into new training material, and update and/or refresh existing program materials.
- Training Development - Develop learning program materials for legal professionals to be delivered via eLearning and/or instructor-led training methods. Use traditional desktop tools as well as eLearning authoring to develop participant and trainer materials. Create interactive eLearning training materials utilizing branching, motion paths, and gamification.
- Documentation – Creating help documents, quick reference guides, and release notes for software updates and bug fixes.
- Serve as a collaboration mentor and support team members regarding instructional design, development standards, design and development tools, and writing skills.

KEY RESULT:

- Successfully created training materials for a new course with no previous experience with the software and 13 days to learn the software and create the instructor and participant training manuals.
- Through training analysis of a software product set for release, I informed the project team and management of its issues and lack of readiness resulting in the software being shelved.

PROFESSIONAL EXPERIENCE (*CONTINUED*)

INFOR—REMOTE BASED

Sr. Instructional Designer Contractor

01/2016 – 06/2016

Responsibilities:

- Consult with SMEs to design course materials (workbook, PowerPoint, exam) for ILT course delivery
- Develop learning program materials to be delivered via instructor-led training methods

BLDG-25—RALEIGH, NC

Curriculum Developer/Instructional Designer Consultant

10/2014 – 10/2015

Responsibilities:

- Consult on the Instructional design for training materials for a large corporate client
- Develop learning program materials to be delivered via eLearning and/or instructor-led training methods
- Create interactive eLearning training materials utilizing branching, gamification, quizzes, and exams

MSQUARED TECKNOWLEDGIES—RALEIGH, NC

Managing Director

8/2005 – 10/2015

Responsibilities:

- Manage daily operations, clients, and contracts
- Consulting and working with organizations to create effective and interactive training programs and materials
- Develop learning program materials to be delivered via eLearning and/or instructor-led training methods
- Collaborate with key subject matter experts to capture specific content to create training programs
- Conducting training sessions and making presentation for all levels of audiences

CSC—RALEIGH, NC

Instructional Design Consultant

2/2012 – 5/2012

Responsibilities:

- Develop learning program materials to be delivered via eLearning and/or instructor-led training methods
- Use traditional desktop tools as well as eLearning authoring to develop participant and trainer materials
- Conducting training sessions and making presentation for all levels of audiences
- Collaborate with key subject matter experts and internal colleagues to capture specific content areas and incorporate information and data into new training materials

BLUE CROSS BLUE SHIELD OF NC—DURHAM, NC

Instructional Designer/Corporate Trainer

12/2006 – 8/2011

Responsibilities:

- Creating eLearning and ILT training modules, manuals, job aids, and reference guides
- Conduct thorough needs assessments and training needs evaluations with Creating training assessments and monitoring training performance metrics
- Conducting training sessions and performing classroom instruction
- Performing project management, project tracking, business analyst, and technical support duties
- LMS management, HTML coding upgrades, information updates, and maintenance

PROFESSIONAL EXPERIENCE (CONTINUED)

DURHAM TECHNICAL COMMUNITY COLLEGE—DURHAM, NC

Adjunct Instructor

8/2004 – 12/2008

Responsibilities:

- Providing instruction for the Business Administration, Office Systems Technology, and Information Systems programs
- Designing and developing instructional materials and training manuals for Office Systems and Business classes (Classes include Psychology of Business and Industry, Business Finance, Emerging Technologies, Business Ethics, Business Law, Human Resource Management, Introduction to Business, Marketing, Principles of Management, and Web Design)

VANCE-GRANVILLE COMMUNITY COLLEGE — HENDERSON, NC

Program Manager/Instructor

9/1997 – 3/2004

Responsibilities:

- Developing, maintaining, and serving as instructor for an Information Systems certificate program at a State correctional facility
 - Responsibilities also included setting up the computer lab, installation and maintenance of computers and peripherals, installation computer hardware, servicing the PCs, software installation, repair and maintenance, and installation and maintenance of printers and projectors
- Designing and developing instructional materials assessments for classes
 - Subjects include Business Communication, Human Resource Management, Microsoft Word, Excel, Access, PowerPoint, Basic PC Literacy, Survey of Operating Systems, HTML/Web Design, Cisco Networking, Marketing, Accounting, and Payroll Accounting
- Designing courses, course schedules, course descriptions, outlines, and examinations
- Developing, designing, and teaching classes on the Blackboard Course Management System for web based training.

EDUCATION

WAKE FOREST UNIVERSITY– WINSTON-SALEM, NC

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

TECHNOLOGY SUMMARY

MS Office Suite (Word, Excel, Access, PowerPoint, Publisher, Outlook) ● Articulate Storyline ● Engage ● Quizmaker
Sound Forge ● Audacity ● Blackboard ● LMS/SCORM ● HTML/XML/Web design ● Adobe Acrobat Pro ● Adobe
Captivate ● Adobe Photoshop ● Adobe FrameMaker ● Snag It ● Windows ● WebEx ● Skytap ● SharePoint