

Michelle Giltner

Instructional Designer

Contact

michellegiltner@gmail.com

(214) 738-4082

Plano, TX 75075

[linkedin.com/in/michellegiltner/](https://www.linkedin.com/in/michellegiltner/)

Portfolio

www.michellegiltner.com

Key Skills

Training and Development

Instructional Design

Video Learning

eLearning Design

Adult Learning Theory

KCS Methodology

Data Analysis

Digital Adoption

Stakeholder Collaboration

LMS Management

Bilingual: English and Spanish

Education

MA, Spanish Literature | East Texas A&M University | Commerce, TX | 2013

BA, Art History and Spanish | Trinity University | San Antonio, TX | 2001

Honors and Awards

2025: Featured Presenter Award at Plano ISD Professional Development

2023 and 2024: Two-time Plano ISD Education Foundation Grant Recipient

2023: Plano ISD Educator of the Year Nominee

Profile

Strategic Instructional Designer with 20+ years of experience across corporate, nonprofit, and public education sectors. Expert in applying ADDIE and adult learning theory to design high-impact, scalable training that improves performance and supports business goals. Skilled in conducting training needs analysis, leading end-to-end learning projects, and delivering engaging experiences across eLearning, virtual, and instructor-led formats. Recognized for strong facilitation, cross-functional collaboration, and inclusive, learner-centered design.

Selected Achievements

- Exceeded production goals by 30% in 3 months, creating 39 instructional videos with Camtasia to support public sector clients through implementation process of ERP Pro 10 Cloud software.
- Designed a Volunteer Training course in Articulate Storyline 360 for the Texas Pool Foundation, delivering just-in-time training to 300+ annual volunteers; course adopted for official onboarding.
- Delivered training sessions for 100+ adult and teen museum volunteers, ensuring safety and instructional consistency.
- Facilitated weekly department-wide training and curriculum alignment for a 7-member teaching team, fostering collaboration and instructional coherence.

Professional Summary

Instructional Designer - Technical Education Team (ERP & Civic Division) | Tyler Technologies | Plano, TX | Sept 2025 - Present

- Create in-app learning experiences using Tyler Coach (WalkMe), reducing navigation errors and boosting adoption rates among public-sector ERP users.
- Specialize in the Financials ERP Track, designing training and in-app learning that enables accounting and finance teams to manage budgets, purchasing, and reporting workflows with accuracy and efficiency.
- Apply KCS methodology to develop a scalable knowledge base and just-in-time learning, reducing support calls and improving client satisfaction.
- Partner with 11 Support Managers to identify friction points and deliver DAP-based learning solutions for ERP modules.

2021-22: Selected for Class 38 of Leadership Plano and awarded Leslie Baker Memorial Scholarship Plano Chamber of Commerce

Tools

WalkMe

TechSmith (Camtasia, Articulate, SnagIt, Rev)

LMS (Cornerstone, Canvas, Blackboard, Google Classroom)

Articulate 360 (Storyline, Rise)

Adobe Creative Suite (Photoshop, Captivate, Acrobat, Express)

Microsoft Office Suite (Teams, Outlook,

PowerPoint, Word, Excel, Loop, Forms)

Google Workspace (Gmail, Drive, Calendar, Classroom, Docs, Sheets, Slides, Forms, Keep, Analytics)

Trainings/Courses/ Conferences Attended

Enterprise ERP Financials Training, Tyler

Technologies, Sept-Nov 2025

ERP Operations and Enablement Summit, Tyler Technologies, 2025

Trintech Instructional Design Team Training Sessions, 2024

Camtasia/SnagIt Certification, Techsmith, 2025

Devlin Peck's Instructional Design Bundle, 2024

Memberships/Associations

President of Vines Orchestra Booster Club, 2024—present

Faculty Sponsor, National Honor Society, 2023—2025 Vines High School

Department Head, Languages Other than English, Vines High School, 2022—2025

Website Adoption Committee, Heritage Farmstead Museum, 2022

Board Member (Historian), Texas Pool Foundation, 2018—2020

Special Projects Volunteer, City of Plano Heritage Preservation Office, 2018

Prior Experience

Adjunct Professor of Spanish | University of Dallas, Irving, TX (2013-14) & East Texas A&M University, Commerce, TX (2012-13)

Spanish Teacher, Garland ISD (2002-2008) & Community ISD, (2008-2010)

- Design modular eLearning supporting ERP implementation operations and client onboarding.

Instructional Design Intern – Training & Education Team (Municipal and Schools Division) | Tyler Technologies Plano, TX | June 2025 to Sept 2025

- Exceeded production goals by 30%, developing 39 instructional and microlearning videos to support ERP Pro 10 Cloud implementation and customer onboarding.
- Managed the full instructional video production cycle—from scripting and recording to editing, QA, and publishing—via Cornerstone LMS.
- Ensured version control and documentation accuracy in SharePoint, maintaining up-to-date learning assets.
- Used CloudShare to build virtual lab environments for ERP demonstrations, boosting realism, engagement, and knowledge retention.
- Leveraged analytics and learner feedback to refine training content and enhance user performance outcomes.

Spanish Educator and Department Head | Plano ISD | 2014-2018 & 2022-2025

- Facilitated 6 classes annually using the ADDIE model, improving language acquisition and assessment outcomes; integrated LMS-based curriculum to boost engagement and streamline feedback.
- Led a team of 7 teachers to improve instructional quality and exceed state standards, impacting 2,000+ learners.
- Delivered professional development and mentorship to enhance teaching effectiveness and knowledge transfer.
- Secured 2 consecutive Plano ISD Education Foundation Grants (2023–2025), totaling over \$6,000, to fund innovative, engagement-focused learning projects.

Instructional Design Intern, Customer Enablement & Documentation | Trintech, Inc. | Plano, TX | Summer 2024

- Revamped eLearning assets for financial automation tools with the Instructional Design Team, simplifying complex concepts using Articulate Storyline 360 and PowerPoint.
- Collaborated with Senior Instructional Designers to align eLearning materials with updated style guidelines, consistently producing quality deliverables on time and to specification.
- Rebranded and enhanced interactive eLearning modules using Articulate Storyline 360 and PowerPoint, improving training outcomes for 4,200+ global users.

Director of Education (Training & Development) | Heritage Farmstead Museum | Plano, TX | 2018 - 2022

- Managed a \$200K+ education budget and oversaw 250+ annual programs, including school tours, summer camps, birthday parties, Junior Historian meetings, and special events.
- Boosted educational program revenue by 15% through enhanced curriculum design, outreach initiatives, and cross-functional collaboration.
- Created print and digital learning content—manuals, job aids, and online guides—supporting 15,000+ annual program participants and ensuring scalable, accessible training.