

MICHELLE GILTNER

Instructional Designer

Portfolio: [Michelle Giltner](#)

michellegiltner@gmail.com

(214) 738 4082

Plano, TX 75075

[linkedin.com/in/michellegiltner/](#)



PROFESSIONAL PROFILE

A strategic and dynamic training professional with over 2 decades of experience in instructional design, adult learning, professional development, and employee/people management. Expert in applying the ADDIE model to design and deliver high-impact learning solutions tailored to adult learners across corporate, nonprofit, and educational settings. Skilled in conducting training needs analysis to align learning objectives with organizational goals and learner performance gaps. Demonstrated success in leading end-to-end instructional projects—designing, delivering, and evaluating scalable training across diverse modalities including eLearning, instructor-led training, virtual classrooms, and blended learning. Adept with a range of authoring tools and platforms such as Articulate 360 (Rise, Storyline), Camtasia, and LMS platforms including Canvas, Google Classroom, Blackboard, and Cornerstone. Recognized for strong facilitation skills, cross-functional collaboration, and the ability to create inclusive, learner-centered environments that support professional growth and meet business goals.

SKILLS

- Training and Development
- Instructional Design
- Curriculum Design
- Coaching and Mentoring
- Employee Management
- Professional Development
- Learning Technologies
- Adult Learning Theory
- Data Analysis
- Stakeholder Collaboration
- LMS Management
- Conflict Resolution
- eLearning Development
- Deadline Driven
- Bilingual: English and Spanish

EDUCATION

MA, Spanish Literature – Texas A&M Commerce (2013) | 3.9 GPA

BA, Art History & Spanish – Trinity University (2001) | 3.4 GPA

HONORS AND AWARDS

- 2021-2022: Selected as one of 36 class members for Class 38 of Leadership Plano, Plano Chamber of Commerce for exceptional community engagement and leadership potential.
- 2021: Leslie Baker Memorial Scholarship Recipient, Plano Chamber of Commerce
- 2023: Educator of the Year Nominee
- 2023 & 2024: Plano ISD Education Foundation Grant Recipient
- 2025: Featured Presenter Award

NOTABLE ACCOMPLISHMENTS

Innovative Instructional Designs/Training & Development:

- Designed a Volunteer Orientation course for the Texas Pool (2025) using Articulate Rise, providing just-in-time training to 300+ annual volunteers.
- Volunteered to support orientation and onboarding at the Texas Pool; training content was adopted by the Volunteer Coordinator to prepare individuals prior to their shifts.
- Well-versed in writing content clearly and accurately with strong audience orientation.
- Created and led *"Improving Instruction Using Edugence Data in the LOTE Classroom"*, impacting 50+ foreign language trainers with in-depth coaching over a school year.
- Created a gamified Chicken Coop Maintenance training module in Articulate Storyline, supporting hands-on learning for 30 museum volunteers per year.
- Created *"Paseo por el Museo Meadows"*, a Spanish-language eLearning experience for 50 learners, integrating cultural and museum education.
- Delivered annual training to 100+ museum volunteers.
- Selected by the District Coordinator to deliver the 2024 LOTE New Hire Training on "Standards-Based Instruction," presenting to and onboarding 20 newly hired language trainers.
- Facilitated weekly department-wide training and curriculum alignment for a 7-person language team.

HR/Employee Management:

- As Director of Education, managed 1 Education Assistant, 1 Summer Camp Director, 60 Summer Camp Counselors, 5 Birthday Party Facilitators, and approx. 40 Education Volunteers.
- Implemented motivational programs for summer camp counselors, boosting return rates and team consistency, resulting in an improved camper and stakeholder experience.
- As Department Head for the LOTE (Languages Other than English) department, participated in approximately 10 new hire interviews.
- Mentored 5 new trainers, achieving 100% retention beyond the probation period, with all continuing to advance within the school district.
- Achieved 75% staff retention in two years as LOTE Department Head through strategic team-building and targeted professional development.

Leadership & Strategic Planning:

- Recognized in 2024 with a Certificate of Recognition for excellence as a Learning Experience Facilitator, supporting districtwide professional development for LOTE trainers.
- Selected for Leadership Plano, (2021–22), and co-led a project benefiting Hope Restored Missions; secured venue, recruited volunteers, and delivered a successful nonprofit appreciation event.
- Served as President of the Vines High School Orchestra Booster Club (2024–25), raising \$15,000 and managing event logistics, scholarships, and stakeholder relations for 90+ student musicians.
- Partnered with city and state commissions to secure National Register of Historic Places for the Texas Pool, earning media coverage and community engagement awards.
- Created inclusive programming and site access strategies at the museum for volunteers and guests with mobility, cognitive, or hearing needs, ensuring ADA compliance and inclusive engagement.
- Served as Faculty Sponsor for National Honor Society mentoring 250 high-achieving learners, 25% of student body, and increased membership from 20 members in 2023 to 250 members in 2025.

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IT SKILLS

- Articulate 360 Suite (Storyline, Rise)
- Microsoft Office Suite (Excel, Word, Outlook, PowerPoint, Teams)
- TechSmith (Camtasia, Snagit, Screencast, Audiate)
- Adobe Creative Suite (Photoshop, Acrobat, Express, Captivate)
- LMS – (Canvas)
- Blackboard, Cornerstone
- Google Workspace (Gmail, Drive, Calendar, Classroom, Docs, Sheets, Slides, Forms, Keep, Analytics)

TRAINING/COURSES/ CONFERENCES ATTENDED

- Trintech Internship with Instructional Design Team Training Sessions, 2024
- Certified in Camtasia (TechSmith), April 2025
- Snagit Certification via TechSmith, April 2025
- Devlin Peck's Instructional Design Bundle

MEMBERSHIPS/ASSOCIATIONS

- President, Vines High School Orchestra Booster Club (2024-Present)
- Sponsor, National Honor Society, Vines High School, 2023-25
- Department Head, Vines High School LOTE Department, 2022-25
- Website Adoption Committee, Heritage Farmstead Museum, 2022
- Museum Re-opening Committee (Pandemic Response), Heritage Farmstead Museum, 2020–21
- Board Member (Historian), Texas Pool Foundation, 2018-20
- Campus Improvement Committee, Hudson Middle School, 2008

ORGANIZATIONAL EXPERIENCES

Instructional Designer | Tyler Technologies | Plano, TX | June 2025 - Present

Design and edit instructional videos using Camtasia and Audiate, aligned with Adult Learning Theory.

- Produced 40+ microlearning videos with Camtasia, Audiate and Cloudshare; published to Cornerstone LMS, exceeding project goal by 30% within a 3-month timeline.
- Collaborated with team leads to execute design plans on schedule, consistently meeting project milestones and deadlines.
- Proofread and copyedited training content to align with organizational style guides, ensuring clarity, visual consistency, and a professional learner experience.

Spanish Educator | Training & Development Department Head | Plano ISD – Plano, TX | 2014-2018 & 2022 to May 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.

- Directed a team of 7 trainers to exceed state academic standards, strengthen instructional competencies, and apply evidence-based learning theories, positively influencing academic growth for 2,000+ learners.
- Led professional development for staff and mentored new trainers, supporting knowledge transfer and instructional quality.
- Secured Plano ISD Education Foundation Grants consecutively in 2023 and 2024, funding innovative projects that enhanced real-world language application and learner engagement.

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.

- Coordinated with Customer Support, HR, and Marketing to align training assets with software updates and customer success goals.
- Utilized Articulate Storyline 360 and PowerPoint to rebrand interactive eLearning modules for financial automation tools, improving product-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.

- Increased educational program revenue by 15% through improved curriculum and outreach.
- Developed scenario-based training programs and cross-functional onboarding for 50+ volunteers and employees.
- Designed print and digital training content (manuals, job aids, online guides) to support learning for 15,000 annual program participants.
- Collaborated with the VP of Marketing to promote educational content and events; authored monthly newsletter content for distribution across social media platforms.
- Collaborated with SMEs to create engaging, standards-aligned learning modules rooted in historical and safety best practices.
- Led transition from in-person to hybrid delivery, incorporating multimedia tools for greater accessibility and scalability.

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

Designed and delivered undergraduate courses using adult learning theory and LMS tools to maximize knowledge retention.

- Created performance-based assessments aligned to ACTFL (American Council on Teaching of Foreign Languages) standards, improving transparency and learner outcomes.
- Presented in Spanish on innovative language education at SCMLA 2013 in New Orleans, boosting professional visibility and networking.