

**Megan Horsley**  
**Instructional System Designer II / Instructor**  
**Meganraeldt@gmail.com– 336-314-1432**

**Education**

M.ED., Learning Design and Technology, University of North Carolina - Charlotte, 2024  
B.A., English Literature/concentration in education, Guilford College, 2008

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**Professional Experience**

**Victor 12**

**Instructional Systems Designer II / Instructor**

November - Present

- Perform full spectrum ISD responsibilities across all phases of Analysis, Design, Development, Implementation and Evaluation, as required.
- Deliver instructional workshops on ISD and HPI to improve knowledge and educate training community members.
- Review pre-existing training materials to verify/validate instructional effectiveness and adherence to good instructional systems design principles and methodologies.
- Develop Training plans for program offices for enterprise-wide training deployments.
- Provide Virtual Training support as needed.
- Recognize and identify common training needs at an enterprise level and assist in determining when a formal needs assessment is required.
- Advise, coordinate, and educate VBA training community personnel on VBA's Training System Framework which is a comprehensive four-phased approach referred to as Plan, Create, Execute, Sustain (PCES) a model of excellence for training system management.

**Victor 12**

June 2022 – Present

**Course Advocate**

- Prepared and uploaded necessary course materials, including lesson plans, slideshows, and handouts to the learning environment.
- Created courses in Moodle/Schoolhouse, update all student and Instructor sign-in features, update restrictions for eCases and assessments.
- Updated course materials for specific class and iteration: PowerPoints, Job Aids, Schedules, and other materials that fall under the responsibility of the Course Advocate.
- Responsible for the instructional and technical support of presenters and participants during virtual instructor-led training courses through the management of web-conferencing software, creation of course materials, and facilitation of software functionality throughout the course.
- Supported course instruction by navigating through training slides, enabling and coordinating interactive features in the virtual environment, and monitoring participant engagement and participation.
- Conducted pre-training check, provide an informational overview to students about Adobe Connect and the course, check student access to required VA systems,

troubleshoot any technical difficulty students might be having, and address any training-related questions.

- Worked collaboratively with team members, including government and contractor support personnel, instructional systems designers, human performance technologists, developers, and management.

**Triad Math and Science Academy  
Middle/High School English Teacher**

August 2018 – May 2022

- Encouraged student participation and collaboration resulting in 40% decrease in disciplinary issues.
- Incorporated The Framework of Understanding, Constructivism, Project-Based, Discovery Learning, Direct Instruction, and the Discussion Approach as the main forms of instruction.
- Evaluated student progress through assessments (MAP Testing and EOCs), provided feedback to students and parents/guardians.
- Meets expectations on End of Course exams by 20% face to face and 7% during Covid at a Title 1 school.
- Contributed and collaborated in teaching and designing study materials from 6th to 12th-grade students.
- Taught content and skills in English language, literature, composition, and reading to high school students, utilizing the course of study adopted by the North Carolina board of education.
- Provided individual, differentiated, and small group instruction to adapt the curriculum to the needs of each student by utilizing various forms of technology, tools, and resources.

**United Healthcare**

October 1999 – August 2017

**Employer Installation Analyst**

March 2015 - August 2017

- Worked in TeamTrack to resolve Research tickets and created configurations within the system.
- Educated new hires and monitored progress via web and conference calls concerning job responsibilities and system knowledge.
- Proofread and edited operating procedures to fit processes accurately, if needed updated standard operation procedures job aid.
- Interpreted provider contracts, fee schedules and rates to set up configuration correctly to ensure providers are paid according to the source of truth(s).
- Collaborated with stakeholders to gather, assess, interpret and document customer needs and requirements.
- Researched claims issues to determine configuration gaps, updated configuration as applicable.

**Project Coordinator and Compliance Specialist**

April 2012 - May 2015.

- Performed data analysis and workflow process development/mapping.
- Accountable for regulatory compliance issues: Responded verbally/written to auditors' inquiries.
- Primary contact in Maryland State audit, worked on-site directly with auditors as a trainer for multiple systems and as the primary contact regarding the claim life cycle.

- Coordinated with client, management and regulatory/government and contracted third-party agencies to determine audit requirements, scope, timelines and logistics.
- Worked collaboratively with the technical teams and stakeholders to plan and perform audits such as operational, financial and compliance audits.
- Monitor audit progress and resolve potential findings as appropriate Review audit findings, develop action plans and monitor corrective actions.
- Recommend improvements to audit policies and procedures to achieve better quality and/or efficiency while adhering to regulatory requirements.
- Collaborated with management, legal and compliance teams to ensure data being accessed and reported confirms regulatory requirements.
- Organize audited training for team for skill development.

### **Quality Analyst/On-the-Job Trainer**

July 2008 - April 2012

- Reviewed and audited transactions/processes for accuracy based on established guidelines/agreements.
- Responded to internal and external inquiries in writing.
- Coached claims representatives to discuss best practices, policies, and procedures.
- Analyzed and identified trends and provided feedback and reports to reduce errors and improve claims processes and performance to meet 98% accuracy.
- Provided training in a face-to-face and virtual classroom environment (via Webex).

### **Claims Adjustment Specialist/ Subject Matter Expert**

October 1999 - July 2008

- Researched sources of truth and operating procedures.
- Recognized as Subject Matter Expert over a team of twenty employees.
- Awarded Spot Award for leadership.
- On-the-job trainer worked with new-hire classes implementing creative teaching methods for basic computer knowledge, specific software, policy and procedure, and avenues of research.
- Communicated directly with the provider to analyze and identify the provider's service issue (i.e. benefit and eligibility, billing and payments, authorizations for treatment and explanation of benefits-EOBs).

### **Skills, Technology, and Platforms**

Learning Technologies • Curriculum Development • Learning Theories and Models • Presentation Skills • Evaluation • Classroom Management • Teaching • Instructional Design • Adobe Captivate • Articulate Storyline • Canvas • Moodle • Public Speaking • Customer Service • Student Support • Mentoring • Systems Configuration • Writing Skills • Process Improvement • On-the-job training • Meeting Facilitation • Webex • Adobe Connect • Google Docs • Adult Education • Open Educational Resources • PowerPoint