Enrique Melgar – Sr. Instructional Designer

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Experience

TechMahindra Mexico Cloud - Remote
Sr. Instructional Designer

Project: GM Financial | August 2024 – Current

- Co- Curate and create in-house technical training resources.
- Set up course creation strategy with training owners, stakeholders and SMEs.
- Presenting learning resource demos to stakeholders.
- Created over 18 courses for IT department using Articulate Storyline.
- Designed and implemented storyboard template to gather learning content.
- Support for online learning events, review and curate learning resources, coach speakers.
- Created a digital comic book player with a leaderboard system for the first IT conference "Cosmic Con".
- Developed 2 multi-language courses (English, Spanish, Portuguese and French) in Articulate Storyline 360.
- Developed an implemented the wiring for dynamic content translation in Articulate Storyline 360.

HandCloud - Remote
Learning Content Manager | July 2022 – June 2024

- Co-managed the Moodle platform, achieving 70% company-wide engagement.
- Automated "360 Feedback" evaluations, reducing data processing time by 200%.
- Developed AI-based learning tools for self-training on ServiceNow products.
- Designed and developed data analysis templates, including the 2023 wrap-up template.
- Created learning and evaluation resources using Storyline 360.
- Trained the L&D team in using Storyline, H5P, and other learning platforms.
- Developed all original training materials for HandCloud and curated courses for managers.
- Supported evaluations across all operational areas and identified process improvements for Talent Acquisition.
- Managed content creation strategies, significantly contributing to career path establishment and evaluation implementations.

Crehana - Remote
Instructional Designer | Jan 2022 – June 2022

- Led the planning process for Tech & Data courses, managing over 30 courses for 6 million users.
- Developed the Tech & Data course planning methodology.
- Contributed to the pedagogical design of documents for SMEs.
- Proposed and designed an asynchronous onboarding program using Articulate Storyline.
- Monitored and ensured the quality of SMEs' deliverables.
- Facilitated meetings with key stakeholders to enhance T&D course quality.
- Automated processes for SMEs using Google Apps Script and Python.
- Planned and designed courses on technologies including SQL, JavaScript, Node.js, Python, Power BI, Excel, and R.

Autonomous University of Chiapas - Tuxtla Gutierrez, Chiapas
Lecturer – Curriculum Designer | Jan 2021 – March 2023

- Planned, designed, and taught English classes.
- Developed educational multimedia content using Moodle, Storyline, HTML, CSS, and various video and audio tools.
- Co-designed and facilitated the "Technologies for Education" course in the Language Teaching Master's program.
- Facilitated workshops for students and teachers on educational technology.
- Conducted online training sessions for more than 20 teachers in the National English Program (PRONI).

Pablo Guardado Chavez University - Tuxtla Gutierrez, Chiapas
Lecturer – Curriculum Designer | Dec 2016 – Jun 2022

- Planned, designed, and taught English classes.
- Developed educational multimedia content using NEOLMS, Storyline, HTML, CSS, and various video and audio tools.
- Designed and facilitated workshops for English teachers on content and learning management systems.
- Implemented Project-Based Learning in the Medical Surgeon Major as part of a Master's thesis.
- Created a Student Management system for tracking attendance, participation, and learning goals.
- Developed a solution using Apps Script and Google Sheets to generate exams with random questions, deterring cheating.
- Trained teachers on using the exam generation tools.

Skills & Interests

Technical: Authoring Tools (Articulate Storyline, H5P), Learning Management Systems, AI Integration, Software development, JavaScript, HTML, CSS, Nodejs, Express, MongoDB, SQL, Moodle API, AWS, Docker.

Language: Spanish (Native). English (C1)

Interests: Educational technology, Automation of learning processes, Artificial intelligence in education, Innovative instructional design, Multimedia content development, Gamification in learning, Project-based learning methodologies Educational data analysis, Continuous improvement of learning processes, Professional training and development, Online assessment tools

Education

DIGITAL HOUSE Professional Tech Developer	Remote July 2023- April 2025
DIGITAL HOUSE Full Stack Web Development	Remote May – Sep 2021
AUTONOMOUS UNIVERSITY OF CHIAPAS Master's Degree in Language Didactics	Chiapas, Mexico July 2017 – May 2019
TECHNOLOGICAL INSTITUTE OF TUXTLA Computer Systems Engineering.	Chiapas, Mexico 2016-2013