

Matthew Bolton

Instructional Designer | Learning Experience Designer | eLearning Developer
Memphis, TN | (901) 512-8312 | matthewbolton424@gmail.com | matthewboltonid.com

Professional Summary

Instructional Designer with experience creating instructor-led, virtual, blended, and technology-enabled learning across corporate, nonprofit, and adult-learning environments. Experienced in curriculum development, eLearning, assessment design, accessibility, and performance improvement. Currently completing an M.S. in Instructional Design and Technology at the University of Memphis (expected December 2026).

Relevant Experience

Learning & Wellness Support Specialist, Friends For All, Memphis, TN, August 2025–Present

- Design, develop, and continuously improve instructor-led, online, and technology-enabled learning experiences addressing digital health literacy, employment readiness, wellness, independent living, and the social determinants of health
- Develop curricula, facilitator guides, learner materials, assessments, and interactive learning activities for diverse adult learners
- Apply adult learning principles, measurable objectives, scenario-based practice, plain language, and accessibility throughout course development
- Create interactive learning content in Tovuti LMS using multimedia, assessments, and learner-engagement activities
- Use learner feedback and SME input to improve course quality and instructional effectiveness
- Use AI-assisted tools to accelerate content development and create learner-centered instructional materials

Family Caregiver | Career Break, Collierville, TN, March 2023–August 2025

- Took a planned career break to provide full-time care and support for an immediate family member

Customer Success Manager, InvoiceCloud, Inc., Remote, June 2021–March 2023

- Consulted with enterprise clients to identify adoption barriers, knowledge gaps, workflow needs, and performance opportunities
- Delivered virtual onboarding, product demonstrations, customer enablement sessions, and continuing education for client stakeholders and end users
- Collaborated with cross-functional teams to improve customer education, adoption, and product utilization

Training Specialist, InvoiceCloud, Inc., Memphis, TN, September 2015–February 2021

- Designed and delivered instructor-led, virtual, blended, and self-paced software training for employees, customers, and business partners
- Conducted learner and performance analyses to determine appropriate instructional and performance-support solutions
- Applied adult learning principles and evidence-based instructional strategies to improve learner engagement and knowledge transfer
- Partnered with SMEs and cross-functional teams to develop and validate learning content
- Evaluated feedback, performance, and support trends to identify content gaps and improve training

Lead Trainer, SentryNet, Memphis, TN, December 2013–September 2015

- Conducted training needs assessments and designed new-hire and continuing-education curricula for technical call-center employees
- Designed, developed, and delivered instructor-led and virtual training, facilitator resources, job aids, assessments, and process documentation

Language Arts Teacher, Memphis City Schools, Memphis, TN, January 2005–August 2012

- Designed and delivered standards-aligned instruction while using learner-performance data to improve outcomes for students with diverse learning needs

Education

- M.S., Instructional Design and Technology, University of Memphis, expected December 2026
- M.P.S., Training and Development, University of Memphis, 2014
- B.A., Education, Crichton College, 2004

Core Competencies

Instructional Design: Learning Experience Design • Curriculum Development • Storyboarding • Adult Learning

Learning Modalities: Instructor-Led • Virtual • Blended • eLearning • Assessment Design

Learning Technologies: Articulate Rise 360 • Storyline 360 • Tovuti LMS • Camtasia • Canva

Learning Analysis and Strategy: Needs Analysis • Learning Objectives • Accessibility • Performance Support • SME Collaboration

Professional Associations

Association for Talent Development (ATD)