

BETHANY MCHUGH

LEARNING & DEVELOPMENT | INSTRUCTIONAL DESIGN

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Learning and development professional with an M. Ed., Instructional Design and Educational Technology. Experience designing instructional materials, developing training programs, collaborating with subject matter experts, and supporting learners in education, healthcare, and nonprofit environments. Skilled in curriculum development, adult learning principles, stakeholder communication, and technology-enabled learning solutions.

AREA OF EXPERTISE

Adult Learning

SME Collaboration

Learning Management Systems

Adobe, Articulate, Vyond, Google

Accessibility

Responsive Design

PROFESSIONAL EXPERIENCE

Patient Care Coordinator, Providence Heart Institute

Oct 2025 - Present

- Coordinate communication among patients, providers, and multidisciplinary healthcare teams to ensure timely scheduling, referrals, and continuity of care.
- Manage confidential patient records and documentation while maintaining accuracy, compliance, and attention to detail in a fast-paced clinical environment.
- Serve as a primary point of contact for patients, utilizing strong interpersonal and problem-solving skills to address questions, resolve issues, and improve the patient experience.

Instructional Designer, The Keelworks Foundation

Jul 2025 - Nov 2025

- Partnered with subject matter experts and stakeholders to design and develop engaging learning materials aligned with organizational goals and learner needs.
- Applied instructional design principles and adult learning strategies to create effective training resources and improve learner engagement.
- Conducted research and content analysis to transform complex information into clear, accessible learning experiences.
- Evaluated and revised learning materials based on feedback and continuous improvement practices.

Elementary Teacher, Greenville County Schools

Jul 2021 - May 2025

- Designed and delivered instructional programs for diverse learners using data-driven strategies to improve engagement and learning outcomes.
- Developed presentations, learning materials, and digital content through Google Classroom and other educational technologies.
- Collaborated with colleagues, administrators, and families to support learner success and achieve educational objectives.
- Analyzed learner performance data to assess effectiveness and continuously improve instructional practices.

Employment Consultant, Trillium Employment Services**Jan 2020 - Jul 2021**

- Designed and delivered individualized employment readiness training focused on workplace skills, communication, and career development.
- Collaborated with employers, families, and state agencies to support successful workforce integration and long-term employment outcomes.
- Created instructional resources, resumes, portfolios, and training materials tailored to client goals and organizational needs.
- Monitored progress and evaluated outcomes to identify opportunities for improvement and increase program effectiveness.

Teacher Empowerment, Peace Corps Thailand**Jan 2018 - Mar 2019**

- Designed and facilitated professional development training supporting educators serving approximately 147 students across K–6 classrooms.
- Co-developed and implemented professional development initiatives and instructional programs for educators serving K–6 learners.
- Designed and facilitated teacher training sessions focused on bullying prevention, classroom management, and student-centered instructional strategies.
- Collaborated with international stakeholders to adapt training materials and learning experiences to diverse cultural and organizational contexts.
- Provided coaching, mentoring, and ongoing support to educators to strengthen instructional effectiveness and professional growth.

EDUCATION

M.Ed., Instructional Design and Educational Technology**Jun 2026**

American College of Education

- Applied instructional design models and adult learning principles to develop engaging, learner-centered training experiences and digital learning resources.
- Designed and evaluated instructional materials using educational technology tools, learning management systems, and evidence-based assessment strategies.

B.S. Elementary Education**Dec 2017**

Texas Tech University

- Developed expertise in curriculum design, learning assessment, and differentiated instruction to support diverse learner needs.