

KARMEN E. GOODE

Morrisville, NC | karmengoode@gmail.com | 704-231-6109 | [Portfolio](#) | [Linkedin](#)

PROJECTS

Lead Instructional Designer

Aug 2024

UNC School of Medicine, First Year Onboarding

- Led the development and delivery of instructional content integrated within the learning management system, Canvas, to support over 100 first-year medical students and staff in adopting Poll Everywhere
- Collaborated with faculty and IT stakeholders to identify onboarding challenges and designed multimedia instructional resources tailored to diverse learning needs of the target audience
- Applied quality assurance practices by collecting and analyzing user feedback to enhance clarity, engagement, and accessibility of learning materials, improving learner confidence and technology readiness

Lead Instructional Designer

Apr 2025

Street Smarts: Navigating Your Rights

- Directed the course development of an interactive e-learning course that teaches legal rights to young adults through realistic, character-based scenarios
- Applied adult learning theory and inclusive instructional strategies to ensure content relevance for the target audience
- Partnered with subject matter experts and stakeholders to define learning objectives, audience personas, and desired outcomes
- Crafted narrative scripts, scenario prompts, and branching dialogue that engaged learners in reflective, situational decision-making

UX Research and Design

Aug 2024

Intuit: Financial Literacy

- Planned, developed, and evaluated a digital learning experience aimed at improving financial literacy among undergraduate students
- Applied human-centered design principles and research into the pedagogy of financial education to meet the needs of the target audience
- Created high-fidelity prototypes using Figma and collaborated closely with stakeholders to align design solutions with educational outcomes
- Supported project management by coordinating stakeholder feedback, testing cycles, and delivery milestones across multiple design projects

UX Research and Design

Aug 2024

Homework Helper

- Designed and developed *Homework Helper*, an AI-powered website that supports guardians in guiding elementary students through math homework
- Created interactive images, instructional videos, and written explanations aligned with sociocultural learning theory and creative knowledge frameworks
- Utilized generative AI to produce customized educational content, bridging classroom learning with at-home support for diverse learners
- Implemented quality control protocols to test content usability, accessibility, and cultural responsiveness for the target audience

EXPERIENCE

Educational Technology Intern

August 2024-Present

UNC School of Medicine

Chapel Hill, NC

- Enhancing Learning Management Systems (LMS) to provide improved operational support for medical education
- Creating instructional materials using digital tools such as Figma and GenAI to aid over 100 students and faculty members
- Applying the ADDIE framework and adult learning principles to optimize educational technology for students and faculty

Graduate Research Assistant

August 2024-Present

UNC School of Education

Chapel Hill, NC

- Supporting a \$1.5M National Science Foundation-funded project focused on advancing adolescent engagement in STEM careers through collaborative learning activities
- Assisting in research design, data collection, and analysis to inform strategies for improving STEM education environments
- Collaborating with the Dean and interdisciplinary teams to translate research on adolescent development into practical applications for classroom and program settings

Educational Technology Fellow

July 2024-August 2024

Curriculum Associates

Remote

- Assisted in the onboarding and system administration of school districts integrating into the learning platform, I-Ready
- Coordinated with internal teams and stakeholders, including district IT and leadership, to ensure seamless LMS integration
- Managed service requests, troubleshooting, and system admin issues for SSO authentication and district IT configurations across 5,000+ student and district accounts

Teach for America Educator, AmeriCorps Member

July 2022-August 2024

Dallas ISD, Clinton P. Russell Elementary

Dallas, TX

- Spearheaded instructional design changes that increased student engagement by 25% through interactive instructional design
- Led and developed learning objectives for the African American Mentorship Program to support student adaptation and growth
- Designed and implemented data-driven instructional strategies aligned with industry trends in education, ensuring student success

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LEADERSHIP

Housing and Residence Life

Resident Advisor

August 2020-May 2021

Greensboro, NC

- Served as a peer mentor and community builder for 30+ residents, fostering belonging and academic success
- Designed and facilitated monthly workshops aligned with student development competencies

SHIELD Mentoring Program

Lead Mentor

August 2020-June 2021

Greensboro, NC

- Provided one-on-one mentorship to underserved youth, addressing academic and personal development goals
- Led public speaking and leadership workshops for 50–60 mentors, cultivating community engagement
- Co-designed a flexible, asynchronous curriculum to support remote learning needs during the pandemic

UNCG, Office of Students Rights and Responsibilities

Student Conduct Panelist

August 2020- May 2021

Greensboro, NC

- Collaborated with faculty and staff to fairly mediate student conduct and academic integrity cases
- Applied critical thinking to promote equitable decision-making that upheld university policies
- Maintained confidentiality while supporting restorative justice practices in campus disciplinary processes

Student Government Association

At-Large Senator, Residential Senator, Elections Chairwomen

August 2019- May 2021

Greensboro, NC

- Championed accessibility and student representation across campus through policy advocacy and initiatives
- Collaborated with 20+ senators to draft proposals and engage diverse student voices
- Boosted voter turnout by 30% through a strategic campus-wide civic engagement campaign

Residence Hall Association

Vice President of Administration and Finance

August 2019-May 2020

Greensboro, NC

- Managed budgeting and financial reporting for campus-wide events and resident initiatives
- Partnered with student leaders to create inclusive programs that enriched residential life
- Oversaw resource allocation and fiscal planning for residence hall programming efforts

SKILLS AND CERTIFICATIONS

Skills: Articulate Storyline, Articulate Rise, Canvas, Figma, Miro, Adobe Illustrator, Vyond

Research: Survey, SME Interviews, Adult Education, Ideation, Usability Testing, Design Thinking, ADDIE Framework, Learning Analytics, User Interface, Contextual Inquiry, Journey Mapping, Competitive Audit Analysis

Certifications: Social and Behavioral Research (CITI Program), Core Subjects 4-8, Science of Teaching Reading (TEA), English as a Second Language (TEA)

EDUCATION

The University of North Carolina at Chapel Hill (UNC)

M.A. Educational Innovation, Technology and Entrepreneurship

Chapel Hill, NC

Learning Engineer

Southern Methodist University

Educator Preparation Program

Dallas, TX

The University of North Carolina at Greensboro (UNCG)

B.A. Political Science (Pre-Law)

Greensboro, NC