

Mandi Gormas

INSTRUCTIONAL DESIGNER

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SUMMARY

Instructional designer supporting a statewide public agency by turning policies and compliance requirements into practical training for staff, managers, and external partners. Experienced in building plain-language, role-based learning that helps learners apply policy and best practices correctly in daily work.

WORK EXPERIENCE

Instructional Designer (formerly, Project Manager/Training Content Developer) 2017-Current
North Carolina Housing Finance Agency, Raleigh, NC

- Partner with SMEs, leadership, and operational teams to identify learning needs and ensure training content is aligned with current federal, state, and Agency policies.
- Translate complex policies and procedures into practical, role-based training for employees and managers, including agencywide training on responsible generative AI use and information and cyber security.
- Create partner feedback surveys to evaluate training effectiveness and identify procedural gaps that inform program and policy updates.
- Represent the Agency on a statewide, cross-agency training committee focused on reviewing instructional materials and improving consistency in training practices.
- Manage and update a library of self-paced eLearning courses for service providers and housing advocates to support internal staff training and statewide program delivery.
- Design and develop job aids (including videos, manuals, infographics, and checklists) to support policy updates, procedural changes, and new operational requirements.
- Evaluate and recommend learning technologies to support remote training delivery and online assessments.

SKILLS

AI & Learning Technology Integration: AI-assisted content (storyboarding, scripting, and interaction ideation), Human review of AI-generated training content

Instructional Design & Learning Strategy: Instructional design (ADDIE), Adult learning principles, Scenario-based and branching learning, Assessment and knowledge check design

eLearning Development Tools: Articulate Storyline 360, PowerPoint for learning design, iSpring, Canva, Adobe Premiere Pro and After Effects

Accessibility: Accessibility-aware course design (Section 508)

EDUCATION

Master of Education in Learning Design and Technology | NC State University | in progress
Bachelor of Arts in Mass Communications (Public Relations) | University of South Florida | 2002