

Valerie Karen Miller, M.Ed. CMP

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INSTRUCTIONAL DESIGN / CHANGE LEADER

Proven Leader in eLearning Management & OCM Transition / Transformation

Training Awards

FGDLA – Pillar Award 2009

ISPI – Outstanding Instructional Communication 2000

ASTD – Excellence in Practice 1998

Core Competencies

Instructional Designer: Curriculum mapping to job competencies for meeting company goals and ROI

Curriculum Design: Design, develop, deploy eLearning /blended training

Digital Media Production: Graphics, Logos, Animated Videos, Videos

Sharepoint / WordPress Websites: Customize, SEO, eCommerce, Crowdfunding

Learning Management Systems: LMS Consultant for selection, configuration, and deployment of content to corporate LMS and WordPress LMS Solutions

Marketing Strategies: to promote products and online courses to internal and external audiences

Virtual Conferences / Exhibit Halls: Hosting remote online professional summits and exhibit halls

Education

M.Ed. Educational Technology
Texas A&M University

B.S. Vocational Education
Stephen F. Austin State University

OCM & Training Leadership

- **Unisys /SAIC OCM Senior-Level Training Lead 2019-2021:** for building corporate OCM / training vision and senior management buy-in to implement strategies for custom process-driven project plans to deliver technical global and national training programs on-time and on-budget. Government & Corporate Clients included:
 - Department of Energy (OCIO)
 - United States Air Force (Pentagon)
 - Department of Transportation (OCIO)
 - Department of Health & Human Services (OCIO)
 - Lamb Weston
- **Integrated Assessment & Evaluation:** Commitment to building training programs to validate knowledge transfer and collect learner data for program ROI analysis
- **Forward Thinking Training Leadership:** Contributor to defining solutions for implementing high-level training initiatives for:
 - Technology Manufacture Global Steering Committee: Compaq
 - National ACRP (Aviation) Government Panel: Only ID Professional
 - Corporate University Founder – The Zenith (CA Workers Comp)
 - Design Architect of 3 Corporate Professional Online Communities
 - Model Office Training Architect: CA Insurance Platform Transition
- **eLearning Success Program Author:** Produced a process driven method to guide eLearning Project Management for non-training professionals tasked with a complex eLearning project. The system guides implement a 3-phase / nine-step process to: mitigate risk during design phase, produce high quality content rapidly while reducing review cycles, and deployment and sustainment management. Goals: to meet business goals, reduce staff time-on-task and deliver high quality training on-time and on-budget
- **Passion for Teaching with Technology: Adjunct Professor for Graduate Level Instructional Design Courses**
National University, Chapman University, University of Phoenix
Taught hundreds of graduate students on distance learning systems, assessment and evaluation, instructional design and software evaluation strategies

Page 2: V. Karen Miller: Professional Technology Accomplishments

Founder / Chief eLearning Officer of Design2Train, LLC an Instructional Design Agency bringing 25+ years of expertise for **Total Training Transformation** to corporate and public (state / federal) training projects. 9/01 - Present
Instructional Design Architect for: Design, Development, and Deployment of: Company / State / National Training Programs - Supporting OCM Initiatives for meeting company specific Training Transition & Transformation Goals

Date	Design2Train Clients	Training Services
2019 - Present	Local Businesses The Woodlands, TX – (Prime)	Create business websites, marketing materials and social media videos for promoting trucking, jewelry, retail, promotional, and attorney clients
2019 - 2021	Limnotech: Ann Arbor, MI - (Sub)	Develop training component to ACRP aviation stormwater project
2015 - 2018	Mead & Hunt: Washington, DC - (Sub)	ACRP: Airport Stormwater Management & Training Resource training development of website and training program for nationwide airport staff
2015 - 2020	Mead & Hunt Detroit, MI - (Sub)	WCAA (Detroit Airport) Environmental eLearning for staff, tenants, and contactors. Created WordPress LMS for external learners. Updated 2017
2013- 2014	Baker Hughes: Houston, TX – (Prime)	Developed on-board training system for Blue Orca, a new Stimulation Vessel (Fracking ship) deployed to North Sea. Created website interface, produced all video training and aggregated all docs on BH equipment and ship systems
2017 2012	Precision Drilling: Houston, TX– (Prime)	Created New Employee Orientation (eLearning) and classroom HSE, Rig staff training, Revamped Rig Orientation, and created Rig-Orientation handbook
2011	CH2MHill – Houston Houston, TX– (Sub)	Created SWPPP training needs survey for IAH, Hobby and Ellington Field
2011	USDA: Fresh Products Fredericksburg, VA – Prime Contractor	Revamped and standardized 40hr ILT USDA Field Auditor Training . Created PPT, facilitator /student templates, realistic case study / scenario activities, knowledge checks, and final quiz working remotely with SMEs
2011	Healthcare Informatics: The Woodlands, TX – (Prime)	Converted 8 hours of Cancer Care PowerPoint marketing presentations into interactive web-based training, for on-time delivery to corporate SCORM LMS
2009	US Oncology: The Woodlands, TX - (Prime)	Revamped 40-hour Marketing Representative ILT Training . Created new PowerPoints, facilitator /student guides, problem-solving activities, final quiz
2009	Bayer Material Sciences: Spring, TX - (Prime)	Converted marketing Spray Foam Insulation Applicator PowerPoint into interactive web-based training – created videos and photo shoots
2008 - 2017	Stephen F. Austin St. Uni: Nacogdoches, TX - (Prime)	Converted hour long ILT refresher courses into WBT on Procurement Card and Property Management, SCORM LMS deployment, managed website
2006- 2007	METRO: Houston, TX – (Sub) to URS	Federal / Local light rail construction project: Created a database of impacted businesses on 4 light rail lines, created community info/ marketing website, managed K12 school safety curriculum delivered in English and Spanish
2005 - Present	Small Business Clients Nationwide – (Prime)	Prepared hundreds of SBA 8(a) disadvantage narratives and applications for qualified small business owners to submit for federal certification. Produced information training programs, webinars, and downloadable DIY kits.
2005 2009	Texas Tech University: Lubbock, TX - (Prime)	Converted ILT into WBT on 15 Passenger Van Safety and deployed on University Blackboard LMS, 2009 updated training program
2004 2007	TransOcean: Houston, TX - (Prime)	Converted 40hr ILT course into interactive WBT delivered to 150 oil rigs globally via company intranet for rig asset management and prevention
2004	Homecomings Financial: Dallas, TX - (Prime)	Created six customer service WBT training programs on new applications, hybrid format with OJT follow-up for competency testing
2003 – 2015	TXDOT TAP Provider: Austin, TX – (Prime)	Won 3X bids to create websites and marketing materials for TXDOT highway small business construction companies. State TAP program ended 03/2015
2003 2004	USAA: San Antonio, TX – (Sub)	Created new rep customer service training modules in all USAA service areas: banking, property / casualty insurance, financial investments

Page 3: V. Karen Miller: Professional Career Experience

eCommerce Director: American General (VALIC Insurance), Houston 2000-2001

Marketing change leader for a national K12 education online community site: www.redappleonline.com; Launched on-time and budget with over 500,000+ hits from national visitors. Site featured collaborative tools and a "thin client" 3D virtual community. Secured state / national education affiliates for content, holding online events and site traffic. Won ISPI National Training Award. Division closed due to corporate merger with AIG.

Marketing Manager: Questia (Online Library), Houston 2000

Developed a Secondary School Initiative for a pre-IPO DOT.COM startup; Assisted in developing national database of college course books for expanding the online library launch of 50,000 references.

Division Training Manager: Compaq (Commercial Portable Division), Houston, 1997 - 2000

Responsible for managing Portable Division team to create a new product initiative to 300,000 worldwide community internal trainers and field sales / service staff; Consistently delivered all training products (CD, Videotape, PPT, Intranet/Internet/Extranet websites) on-time; Saved over \$250K in development costs; Received ASTD Excellence in Practice Award for Electronic Learning, first division training award; Global Training Steering Committee member.

Site Manager: Electronic Learning Facilitators (Contractor), Oklahoma City 1994 – 1996

Project leader and daily operations manager for three multi-media contracts \$1Million for the FAA - Airways Facilities and Civil Aeronautical Medical Institute with a staff of twelve including: instructional designers, graphic artists, researchers, and programmers creating hundreds of hours of online courseware; Responsible for obtaining additional \$400K contract for Red Cross CBT development project. Delivered on-time and under budget.

Instructional Design Consultant: The Zenith / CalFarm Insurance (Workers Compensation Insurance) 1992 - 94

OCM instructional design knowledge architect of \$8Million business process re-engineering effort, responsible and accountable for design and management of Transition Model Office, Co-founded the corporate university, served as OCM internal consultant on performance management and workforce productivity

Regional Marketing Manager - GTE Education Services, Dallas, TX - Sacramento, CA 1989 - 1992

Designed, developed and delivered corporate training and national presentations on: The Electric Pages: proprietary host and communications software and SpecialNet to: special education professionals, K-12 educators / administrators at the state, national, and international level. Lead the vision and development of CA.Schoolcom: California-based K12 network; Trained educators on: email, bulletin boards, databases, and computer conferencing. Recruited and trained professional education organizations as online content providers.

Technology Teaching Experience

Online Facilitator (Webinars, Summits, Learning Portals, Teleseminars): Design2Train

Online Graduate Adjunct Professor: University of Phoenix, Online Campus

Graduate Adjunct Professor, National University / Chapman University, Sacramento, CA