

## SARAH MILLER

Instructional Designer | Technical Writer

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### Skills Summary

Over 10 years' experience in instructional design, technical writing, and training. Applies adult-learning principles to eLearning and instructor-led training. Manages all phases of training from inception to roll-out, including writing compelling scripts for narrated learning on a variety of topics – from health and education to policies and procedures to software technology. Able see the “big picture” and express ideas clearly and logically using creativity, technical knowledge, and “plain language.”

### Areas of Expertise

- Expert grasp of the ADDIE and AGILE processes.
- Collaborates with subject matter experts (SMEs) to gather information and identify relevant data.
- Develops creative uses of technology and design to facilitate instructor-led and online training.
- Creates narrative scripts in a conversational, intelligent tone that resonates with a diverse audience.
- Coordinates with development and design teams to create engaging courses using Articulate Storyline.
- Voiceover/narration: produce, direct, and edit voiceover artists using Audacity.

### Experience

GDIT, Rockville, MD | Instructional Designer Advisor | Dec. 2019 – Present

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- Participate in developing strategies for new and existing products that meet government training needs.
- Develop training materials including storyboards, web-based training, interactive webinar content, scenario-based micro-learning modules, and supplemental training materials: job aids, fact sheets, quick reference guides).
- Assist with planning, developing, testing, and evaluating training programs.
- Interact with clients and subject matter experts to manage and support project-related activities.
- Conduct research for relevant learning program content.
- Assist with the preparation of business proposals and contract reporting activities.
- Create Section 508 compliant PDFs and PowerPoints.

Hendall, Inc., Rockville, MD | Senior Technical Writer for Instructional Design | May 2018 – September 2019

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*Client: Centers for Medicare & Medicaid Services, Quality, Safety & Education Division*

- Designed training content using the ADDIE model.
- Conducted research on subject matter.
- Collaborated with SMEs and internal support teams to create training for target audience.
- Wrote conversational narratives for videos and hypothetical skill-building scenarios for case studies.
- Developed pre- and post- learning assessments to reinforce learning.
- Provided design, interactions, and graphics guidance for training products.
- Validated and integrated evaluation results into current and new training course content.
- Ensured all trainings are 508 compliant and adhere to style guides.

Technical Resources International, Bethesda, MD | Senior Instructional Designer | Aug. 2017 – April 2018

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*Client: NIH, Department of Microbiology and Infectious Diseases*

- Managed all phases of eLearning projects from kick-off to implementation: developing needs assessments, creating training plans, timelines, objectives, prototypes, storyboards, and learning assessments.
- Used innovative learning techniques to motivate adult learners: gamification elements, whiteboard animation, case scenarios, videos, interactions, and conversational language.

- Worked directly with federal clients to determine learning needs, learning objectives, and course content.
- Collaborated with SMEs to produce accurate and meaningful ILT and eLearning training content.
- Wrote training materials including job aids, user guides, and instructor-led facilitator scripts.
- Ensured training products complied with applicable guidance and regulations: Sections 508, 504, style guides.

Monarch Media, Santa Cruz, CA. | Instructional Designer | May 2016 – Present (Freelance)

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*Clients: State of Wisconsin; Boston Consortium of Services for Families in Recovery (SAMHSA grant); VillaSports*

- Worked with SMEs and internal teams to analyze, design, and develop learning solutions and content.
- Used adult-learning principals to write content for online and instructor-led training.
- Created storyboards, scripts, scenario-based instruction, and interactions to meet course objectives.

Synergy Enterprises, Silver Spring, MD –Senior Technical Writer for Instructional Design | Feb. 2015 - Jan. 2017

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*Clients: US Department of Education: You for Youth, Readiness and Emergency Management for Schools, National Clearinghouse for English Language Acquisition; Centers for Medicare & Medicaid Services; SAMHSA*

- Team lead for instructional design on eLearning, microlearning, webinars, and instructor-led training.
- Worked with stakeholders to determine learning needs, learning objectives, and course content.
- Applied adult learning theory and the ADDIE model to create compelling instructional content.
- Partnered with SMEs to ensure content was accurate as well as instructionally sound.
- Visualized and storyboarded content, instructional graphics, user interface, and interactions.
- Collaborated with creative and instructional design team using JIRA, SharePoint, and Scrum to meet client goals throughout the project lifecycle.
- Hired, produced, directed, and edited voiceover talent using Audacity.
- Authored 508-accessible content with JAWS speech reader and closed-captioning.

CA Technologies, Herndon, VA. – Senior Technical Writer (Contract) | Aug. 2013 - Nov. 2014

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- Created assets, collateral, and training materials specific to public sector sales channel marketing.
- Wrote monthly 30 sec radio ads on topics such as DevOps, Mobility, Security, and Identity.
- Worked with sales team to identify best messages, stories, and media to generate leads.
- Produced sales and marketing tools for business and public sector channel partners: FAQ, brochures, competitor differentiators, cheat sheets, white papers, and demos.

Administrative Office of the U.S. Courts, Washington, D.C. – Writer/Editor III | Feb. 2013 - July 2013

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*Position eliminated due to Sequestration budget cuts.*

- Wrote and edited complex agency publications for the Office of Finance and Budget.
- Served as the department expert in writing and editing for eLearning and training projects.
- Reviewed existing eLearning training programs, identified gaps, and created strategic training plan.

Export-Import Bank, Washington, D.C. – Sr. Writer / Editor (Contract) | Apr. 2010 - Feb. 2013

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- Developed, researched, and wrote internal policies and procedures using “plain language.”
- Provided expertise in policy analysis, writing and editing, project workflow, and general documentation.
- Researched federal legislation and regulations for relevancy and guidance in developing policies and procedures.
- Created communication materials and training programs to increase end-user understanding of policy issues.

## **Education/Training**

**M.S. studies in Economics and Urban Planning**, Florida State University, Tallahassee, FL.

**B.S. Economics and Social Work**, University of Iowa, Iowa City, IA.

Skidmore College, Saratoga Springs, N.Y.

Coursera (University of Pennsylvania), **Gamification, Certification**

Montgomery College, Rockville MD, **HTML I, Web Design and Usability, Dreamweaver, Certifications**

Langevin Learning Services, **Training 101, Certification**