

Valerie K. Miller, M.Ed. CMP

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ELEARNING CONSULTANT & COACH

Instructional Design | Project Manager | OCM & Business Marketing

Expert Training Competencies

- ✓ **Adult Learning:** GED/ABE Instructor, Graduate Adjunct Professor (3 Universities) teaching CA Teaching Computer Credential, Instructional Design, Assessment & Evaluation, Distance Learning Systems
- ✓ **Instructional Design:** Created & Managed 100s of hours of custom eLearning, consistently launched On-Time & On-Budget based on learning theory: ADDIE, Mager, Dr. Will Thalheimer
- ✓ **eLearning Project Management:** Authored PLAN239 Coaching System, a proven 9-step process from Concept to Launch in 90 Days or Less, Saving 50% Production Time
- ✓ **Organizational Change Manager:** Create communication plans & messaging release schedules
- ✓ **Digital Media Producer:** Create text, audio, video, graphics, process playbooks, original music for training and business marketing promotions for social media, blogs, and YouTube videos
- ✓ **Learning Management Systems:** Select, configure, & deploy corporate LMS; Build WordPress LMS sites
- ✓ **Virtual Learning Communities:** Build & manage professional training | coaching communities

Professional Experience

Founder & CEO, Design2Train, 2001 – Present

Award-winning eLearning Agency delivering 100s of hours of business-critical eLearning to corporate & public agencies. Won national & state competitive training bids. Created online training info products. Partial list of corporate and public agency clients.



Creator, PLAN239 eLearning Project Mgt Coaching System – 2018

Proven process, now offered as a coaching program. We help busy professionals to confidently launch business-critical eLearning On-Time & On-Budget without disrupting their Real Job work life balance.

OCM Senior Business Lead, Unisys /SAIC 2019-2021

Designed strategic OCM & training plans for OCIO-level agency management to implement ServiceNow™. 100% Remote Work with DC-Based Federal Agencies: DOE, DOT, HHS, Pentagon-USAF
NOTE: Unisys sold Federal Contracting to SAIC in 2020, I moved with the federal contracts.

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

Led the successful launch of a national anti-violence K12 online community: RedAppleOnline. Launched On-time & On-budget with 500K+ hits launch week. Secured & managed education partners as content providers & online event hosts. Won ISPI National Training Award. *Division closed due to AIG merger.*

Page 2: Valerie K. Miller, eLearning Consultant & Coach

Marketing Manager, **Questia (Online Library), Houston 2000**

Recruited to join Rod Cannon (Compaq co-founder, Angel funder) pre-IPO DOT.COM startup as #100 employee. Hired to lead Secondary School Initiative. Assisted R&D by developing a *quick build process* to populate the national database of college course books to meet Questia launch goal of 50,000 references.

Division Training Manager, **Compaq (Commercial Portable Div), Houston, 1997 – 2000**

Recruited and managed training development team to launch new product rollouts to 300K+ worldwide company trainers, VARS, and field sales / service staff. Delivered ALL training products On-Time. Saved \$250K+ in first year development costs. Received ASTD Excellence in Practice Award for Electronic Learning, Awarded first Compaq Training Award. Active member of the Global Training Steering Committee.

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

Project leader and daily operations manager for \$1Million multi-media contracts for the FAA - Airways Facilities and Civil Aeronautical Medical Institute with a staff of twelve including: instructional designers, graphic artists, researchers, and programmers creating 100s of hours of online courseware. Responsible for obtaining 3 extra contracts. All projects delivered On-Time and Under Budget.

Instructional Design Lead, **The Zenith Insurance (Workers Comp) 1992 - 1994**

Instructional design knowledge architect of \$8Million business process re-engineering effort. Responsible for design and management of statewide technology training to field offices, and build the Program Transition Model Office, Co-founded the Corporate University.

Regional Marketing Manager, **GTE Education Services, Dallas & Sacramento, 1989 – 1992**

Created and delivered corporate training and national presentations on: The Electric Pages: a proprietary TX State host and comms software; SpecialNet: national special education network of state departments to community grass-roots organizations. Lead the vision and development of CA.Schoolcom: CA-based K12 network; Trained educators on email, bulletin boards, databases, and computer conferencing. Recruited and trained national professional education organizations as online content providers.

Professional Technology Teaching Experience

Online Coach & Facilitator (Webinars, Summits, Learning Portals, Teleseminars): Design2Train
Online Graduate Adjunct Professor: University of Phoenix
Graduate Adjunct Professor: National University / Chapman University, Sacramento, CA
GED / ABE Instructor: College Station Community Program

Training Awards:

FGDLA – Pillar Award 2009
ISPI – Outstanding Instructional Communication 2000
ASTD – Excellence in Practice 1998
GTE Network Team Award - 1990

Education & Professional Certifications

BS Vocational Education, Stephen F. Austin State Uni
M.Ed. Educational Technology, Texas A&M Uni
CMP: Change Management Professional – Acuity Institute
Business Marketing Consultant – Growthworks
Held Federal Security Clearance, Issued National Port Access TWIC Card

References Upon Request