

# V. Karen Miller, M.Ed.

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## INSTRUCTIONAL DESIGNER

*Experienced Award-Winning Training Developer*

### National Training Awards

**FGDLA** – Pillar Award 2009

**ISPI** – Outstanding Instructional Communication 2000

**ASTD** – Excellence in Practice 1998

**GTE Education Services** - Major Network Expansion 1991

### Core Competencies

Adult Learning Expert

Instructional Designer / Project Leader  
Global Deployment

Curriculum Manager Design, develop, deploy classroom, WBT, blended training curriculum systems

Web media: websites, SEO, multi-platform (SWF, HTML5, SCORM, MP4)

Curriculum evaluation mapping training to job competencies

Learning Management Systems: assessment, configure, deployment

### Education Background

M.Ed. Educational Technology  
Texas A&M University

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

### Training Technology Leadership

- Industry recognized, experienced instructional designer, project manager and curriculum manager with extensive experience with scientific / technical clients, proprietary software launches, Corporate Universities, soft skills and leadership training
- Training product review, learning assessments, needs analysis, evaluation/assessment, design, development and delivery of custom corporate classroom, online and hybrid training solutions; technical field training for VARs
- Selection and administration of diverse learning management systems; managing multi-product global training deliverables
- Managed three corporate online communities of learners: SpecialNet, CA SchoolCom, RedAppleOnline
- **Adjunct Professor at:** National University, Chapman University, University of Phoenix Graduate School. Taught hundreds of graduate students distance learning systems, assessment and evaluation, instructional design

### Technology Skills

**MS Office:** Word, Excel, PowerPoint, SharePoint, Project, Outlook

**Multimedia:** Paint Shop Pro, WordPress, Visual Site Designer (HTML editor), PPT to Video conversion, Website to Mobile Platforms (iPad, iPhone, Android), Audio recording, Video recording, A/V conversion to Web, Logo creation, YouTube videos,

**WBT Authoring:** Articulate Studio '09, SNAP by Lectora, Lectora Inspire, Qarbon Viewlet Builder

**LMS:** Blackboard, Moodle, Accord, Qarbon Viewlet Central

**Webinar / Desktop Conferencing:** Host phone-based and desktop conferences

**SEO:** Google Analytics, Keyword Analysis, White Hat Optimization

**Page 2: V. Karen Miller: Professional Technology Accomplishments**

**President /** Instructional Design Consortium (dba: Design2Train), The Woodlands 9/01 – Present

- Provide instructional design leadership to custom web-based training and web media projects.
- Manage virtual teams of graphic artists, writers, and programmers to produce CBT / WBT for education, corporate and government clients.
- TXDOT Technical Assistance Provider (TAP) since 2003 providing training and website development.
- Create search-engine optimized websites for business owners.
- Experienced in delivering training in many LMS platforms and mobile platforms.
- Company certified: SBA 8(a), Texas HUB, City of Houston

Recent client projects include:

<b>Date</b>	<b>Client</b>	<b>Training Services</b>
2011	CH2MHill – Houston, TX	Assessment and recommendation for design of Environmental Training video for Houston Airport Systems
2011	USDA – Fresh Products Fredericksburg, VA	Revamped 40hr ILT <b>USDA Field Auditor Training</b> - Create PPT, facilitator /student templates, realistic scenario activities, knowledge checks, final quiz
2011	HR Institute – Los Angeles, CA	Converted <b>Presenting Sexual Harassment in the Workplace for Supervisors</b> PPT into multi-unit interactive WBT supervisor training with knowledge checks and final quiz for delivery on Accord LMS (SCORM), created in SNAP
2011	Healthcare Informatics - The Woodlands, TX	Converted 14 PPTs into 8 hours of <b>Cancer Care</b> interactive WBT, delivery on 3rd-party SCORM LMS with knowledge checks in each unit, created in Articulate
2009	US Oncology – Marketing The Woodlands, TX	Revamped 40-hr internal <b>Marketing Representative Training</b> , created PPT, facilitator /student guides, problem-solving activities, knowledge checks, quiz
2009	Bayer Material Sciences Spring, TX	Converted marketing PPT <b>Spray Foam Insulation Applicator Training</b> into interactive WBT with knowledge checks delivered on Internet – created videos, photo shoot for PPE and supplies. Converted PPT into video kiosk for exhibit
2004 2007	Global SantaFe / TransOcean Houston, TX	Converted 40hr ILT course into interactive WBT delivered to 150 oil rigs via company Intranet – updated 2007 – WBT was thousands of screens including software functionality in activities for rig asset management and prevention
2005 2009	Texas Tech University Lubbock, TX	Converted 1 hour classroom refresher PPT training into interactive WBT on <b>15 Passenger Van Safety Training</b> – updated in 2009
2008 2011	Stephen F. Austin St. Uni Nacogdoches, TX	Converted 2 1 hour classroom refresher PPT training into interactive WBT on Procurement Card and Property Management with knowledge checks, final quiz – SCORM LMS deployment
2003 – Present	TXDOT TAP state contract TXDOT, Austin	Prepare websites for TXDOT approved highway construction clients – prepare website sites for small business clients

### **Page 3: V. Karen Miller: Professional Career Experience**

#### **Director, RedAppleOnline-** American General (VALIC Insurance), Houston 5/00 – 9/01

Leader for national K12 education online community site: [www.redappleonline.com](http://www.redappleonline.com); Successfully launched on 9/29/00 with over 500,000+ hits from 5,000 unique visitors. Site featured collaborative tools and a "thin client" 3D virtual community. Secured state / national education affiliates for providing content, holding online events and site traffic. Division closed due to corporate merger with AIG.

#### **Marketing Manager** – Questia (Online Library), Houston 12/99 - 5/00

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, 3/97 - 1/00

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

#### **Site Manager**, Electronic Learning Facilitators (Contractor), Oklahoma City 11/94 – 07/96

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. Received bonus for on-time delivery; Office closed due to corporate restructure.

#### **Director-level Consultant**, The Zenith (Insurance) 1992 - 94

Lead knowledge architect of \$8Million business process re-engineering effort, management development, conversion from paper-based claim processing to an automated system. Developed work simulation exercises within a Model Office linking training to jobs; Co-founded a corporate university, internal consultant on performance management and workforce productivity

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

Developed and delivered corporate training on: The Electric Pages: proprietary host and communications software and SpecialNet: special education, K-12 educators / administrators at the state, national, and international level. Lead the 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.

#### **Professional Teaching Experience**

Online Facilitator (Webinars, Teleseminars) – Design2Train, 2001 – Present

Online Graduate Adjunct Faculty - eEducation – University of Phoenix, Online Campus, 2001 - 2003

Adjunct Professor, National University / Chapman University, Sacramento, CA 1990-1992

Community Education, ABD / GED, College Station, TX, 1985-1987

High School Teacher, Paradise, TX 1978-1980

Assistant County Extension Agent, Gainesville, TX 1976 – 1978

#### **Page 4: V. Karen Miller: Professional Technology Presentations**

2001 – Present: Webinars on Instructional Design, 8a Narrative Writing,  
2009: Women's Business Org - *What do you know about SEO?* - Houston  
2008: TXDOT TAP - *What do you know about SEO?* - Austin  
2005: ASTD – ISPI Cracker Barrel – *Online Collaboration*, Houston  
2005: ASTD – TETC Conference – *Online Collaboration*, San Antonio  
2003: NECC Conference – *Introduction to Web-based Research*, Seattle  
2003: TRLD – *NCLB- Aligned Online Reading Training*, San Francisco  
2002: ESC4 – Distance Learning: - *Online Training*, Houston  
2002: NJEA – *New Teacher and NCLB-Aligned Reading*: Atlantic City  
2002: ASTD Featured Speaker – *Training ROI in Human Potential*: Houston  
2002: IQPC Workshop – *“ROI of Human Potential”*: San Francisco  
2002 Family Consumer Sci. State Conf – *Online Housing Course*: Houston  
2000: CSBA Conference *Red Apple Online*: San Diego  
2000: VLearn Conference *Educational 3D Virtual Worlds*: Santa Cruz  
2000: MASSP Principals: *RAO*: Traverse City, MI (2 times)  
2000: VALIC National Sales Conference *Red Apple Online*, Las Vegas  
1999: Training99 Conference *3D's of Website Development*: Chicago