

NICOLE MILLER

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282 Tumbleweed Drive, Pittsford, NY 14534

Writing samples available upon request

PROFILE

An expert in technical writing, instructional design, and project management with a strong focus on developing user-centered documentation and training solutions. Excels in bridging communication between technical teams and end-users, ensuring that complex information is easily understood and accessible. A proven track record of managing large-scale documentation projects, implementing new processes and tools, and driving cross-functional collaboration to meet tight deadlines without sacrificing quality. Ability to foresee and mitigate risks, coupled with a commitment to continuous improvement.

KEY SKILLS

Technical Writing & Documentation
Instructional Design & eLearning Development
Project Management & Strategic Planning

Change Management & Process Improvement
Cross-functional Collaboration & Stakeholder
Engagement

PROFESSIONAL EXPERIENCE

DOCUMENTATION SPECIALIST

CYPHER Learning

OCT 2022 - PRESENT

Led the creation and management of all technical documentation for a leading LMS platform, ensuring full comprehension and ease of use for end-users. Managed the migration and update of documentation repositories, collaborating closely with cross-functional teams to align project goals and deliverables.

Core Skills: Technical Writing | Documentation Management | Stakeholder Management

- Led migration of documentation repository to ZoHo Desk after conducting vendor research and demos, presenting results to C-suite.
- Developed and implemented new documentation processes, guidelines, and templates for enhanced consistency and quality across the organization.
- Adapted proficiently to new tools like GitHub and RubyMine, contributing to API documentation updates with the CTO/CEO.
- Collaborated with Product and Marketing teams on customer newsletters and internal roadmaps for feature updates.

INSTRUCTIONAL DESIGNER

Brave Care

DEC 2021 - AUG 2022

Developed and implemented instructional design strategies and training materials for internal and client-facing projects, focusing on improving learning outcomes and operational efficiency.

Core Skills: Instructional Design | Curriculum Development | Cross-Functional Collaboration

- Developed training materials and documentation for software roll outs in collaboration with SMEs to meet project objectives.
- Led creation of instructional guidelines and templates for cross-departmental use, establishing a standardized training and documentation process.
- Key contributor to the enhancement of internal process documentation database, elevating accessibility and quality of training resources.

INSTRUCTIONAL DESIGNER
eCornell

SEPT 2019 - NOV 2021

Led instructional design projects, working with Cornell University faculty to develop online courses and certificates, and ensuring high-quality educational experiences for students.

Core Skills: Instructional Design | Online Course Development | Faculty Collaboration

- Collaborated with faculty to develop interactive online courses, facilitating the shift from traditional classroom instruction.
- Created engaging course materials such as videos, tools, and animations in partnership with creative teams to enhance learning outcomes.
- Co-managed the creation of an internal process documentation database, streamlining workflow and accessibility for instructional design teams.

INSTRUCTIONAL DESIGNER
Rochester Regional Health

JULY 2017 - AUG 2019

Spearheaded the development and delivery of training programs across the organization, ensuring high levels of employee engagement and knowledge retention.

Core Skills: Training Development | Process Improvement | Change Management

- Developed and maintained a repository of training documentation and materials used by over 15,000 employees, ensuring consistency and accessibility.
- Partnered with SMEs and project teams to create tailored training solutions that boosted user adoption rates.

EDUCATION

NAZARETH UNIVERSITY

Bachelor of Arts in English Literature

MONROE COMMUNITY COLLEGE

Associates of Arts in Liberal Arts

TECHNICAL PROFICIENCY & AREAS OF EXPERTISE

TECHNICAL TOOLS & PROFICIENCY:

Advanced proficiency in Google and Microsoft Office Suites

Intermediate proficiency in Confluence, Jira, ZoHo Desk, Document360, Adobe Acrobat, Adobe Captivate, Articulate Storyline, Asana, Zoom

Working proficiency in Loom, Notion, Wrike, Adobe InCopy, Help Docs

AREAS OF EXPERTISE:

Technical writing, Documentation, Instructional Design, Project Management, Curriculum Development, Copywriting & Editing, SME & Client Relations, Internal & External Communication, Online Training, Collaboration, eLearning, Script Writing