

Sylvia A. Miller
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QUALIFICATIONS

A dedicated, self-directed, well-organized, resourceful professional with a reputation for excellent attention to detail, strong organizational skills, working well with a variety of personalities, and a keen desire to stay on the cutting edge. Specific experience includes:

- CBT & Web training
- Online Help
- User Guides
- Teaching
- Sales
- Leadership
- Project & Department Management
- Communication Skills
- Instructional Design

ACHIEVEMENTS

Researched and developed online help screens with RoboHTML for client to document the communications module of new software. Met with subject matter experts to verify software functionality and point out software flaws. Wrote and maintained training facilitation guides. Scripted and developed Web training (called webinars) to provide just-in-time software training to client's internal trainers. *(as consultant at Reynolds and Reynolds)*

Built a Training and Documentation Department from ground floor, including the development of a technical training program for company's software users. *(as Director of Training and Documentation, Cole-Layer-Trumble Company)*

Assessed training needs of users of client's new proprietary software through interviews with off-site users and developer-trainers. Wrote an extensive Information Plan summarizing findings and prescribing the types of documentation to be developed. Then led team in development of 70 lessons totaling 250 pages of training materials, which double as post-training reference, resulting in a savings of several thousand dollars. *(as consultant at Mead Reengineering)*

Managed a team of 6 writers split between San Diego and Dayton developing a total of 8 pieces of support documentation for a suite of 4 software packages. In spite of the distance involved, client manager (Crell Dana) wrote: "In the team lead role, Sylvia has demonstrated sound judgment on a par with other team leaders who are more experienced." *(as consultant at NCR)*

Gave weekly, monthly, and quarterly training presentations to groups of 10-500 people in direct sales, resulting in an average monthly sales of \$120,000. *(self-employed direct sales organization)*

Pointed out discrepancies in terminology, audience, and writing standards between San Diego-produced documentation vs. Dayton-produced documentation. This led to the client's request that I head documentation efforts and act as project editor. *(as consultant at NCR)*

Compensated successfully for a critically ill team member in San Diego by leading the team in a method of dividing the work up so that it could still be completed by the deadline, resulting in an on-time, up-to-date user's guide done within budget. *(as consultant at NCR)*

Reorganized and extensively edited an oil pipeline maintenance manual. *(as independent contractor at BP Oil Pipeline Company)*

Sylvia A. Miller

Won Award of Achievement for one CBT and Award of Merit for an online help system from Society for Technical Communication. Won APEX Award of Excellence in Publications for another CBT. Won two awards for excellence in newsletter writing and layout from the Ohio Community Theatre Association.

EXPERIENCE

Lead IDS Consultant, Spherion Technology Services

Worked off site for Chicago client to develop Web-based training piece and online help. Met on site periodically for reviews and update meetings. Worked on site at Reynolds and Reynolds to develop online help, facilitation guide, and Web-based training for their internal trainers. Documented the communications module of their new software.

Director of Training and Documentation, Cole-Layer-Trumble Company

Assessed training needs of internal and external customers. Developed Brown Bag lunch program for internal training and a curriculum and structured training program for external customers. Hired and led team of five technical writers in the development and maintenance of numerous pieces of documentation for proprietary software.

Director of Education Development, Media Consulting, Inc.

Led NCR Telecommunications Industry in preparations and presentation of their Annual Sales Training Kickoff event. Assisted NCR Telecommunications Industry with Simulated Sales Motion training event. Led team in updating a sales training CBT for NCR. Produced 250-page guide to assist local hospital in establishing an on-site learning center. Developed facilitation materials for Marathon Ashland Petroleum. Assisted with sales.

Senior Technical Communicator/Project Manager, Keane, Inc.

Managed teams of technical writers in developing software documentation and training materials for accounts such as Mead Reengineering and NCR Corporation. Participated in the design and writing of hard copy user's guides. Designed, wrote, and developed three computer-based training programs (CBTs), including scope, requirements, assumptions, and storyboards.

Technical Writer, Woolpert Consultants

Edited, formatted, and/or wrote military installation design guides, base comprehensive plans, community development plans, press releases, an implementation plan for a Geographic Information System, feasibility studies, environmental assessments, environmental impact statements, and professional articles.

Sylvia A. Miller

Teacher, Vandalia-Butler City Schools, Tipp City Schools, and Upper Valley CTC

Managed and developed individual materials for 50-150 students ranging in age from 12-55 years while teaching English 7-10 and Adult Basic Education.

EDUCATION

M.A. in English (Writing emphasis), University of Dayton

B.S. Ed. in English, Ohio University

Currently enrolled in Web Authoring Certificate program at Sinclair Community College

PROFESSIONAL ASSOCIATIONS

Society for Technical Communication (STC) (Chapter President 1998-1999; Competition Coordinator 1997-1998; Program team manager 1999-2001); judge in International Technical Publications Competition; other miscellaneous positions.

STC Special Interest Groups (SIGs) in Online Information and Instructional Design and Learning; membership chairperson of IDL SIG

American Society for Training and Development (ASTD)

Currently serving on Cedarville University Industry Advisory Board for their Professional and Technical Communication program.