

Technical Skills

Office Suites

Google G-Suite
Microsoft Office
LibreOffice

Content Development Tools

Adobe Captivate
Articulate Storyline 360
Articulate Rise 360
Camtasia
H5P

Audio + Visual Editing Software

Adobe Premiere Pro
Audacity
Adobe Photoshop
Adobe Illustrator

Learning Management Systems

Oracle
Totara (Moodle)
Docebo
SumTotal

Virtual Training Platforms

Adobe Connect
WebEx Training
Zoom Webinars
BlueJeans Webinars

Instructional Design Theory

ADDIE + SAM
Experiential Learning Cycle
Human-centered design
Needs/gap analysis

Learning Evaluation Methodology

Kirkpatrick Model
Brinkerhoff's Success Case
Network analysis

WordPress web publishing software

Graphic design

Data visualization

Storytelling and gamification

Course localization + translation

Learning delivery and facilitation

Content and technical writing

Print design and production

Academic research

Let's talk.

carrietmills@gmail.com

www.linkedin.com/in/carrietmills/

CARRIE MILLS

Learning + Development // Inclusion + Diversity

Relevant Work Experience

Senior Instructional Designer

Society for Human Resource Management (SHRM)

Feb. 2020 – Present

Alexandria, Virginia

- Content focus: Leadership and strategy, workplace inclusion and equity
- Identify, source, and consult with industry-leading subject matter experts
- Design and develop instructor-led trainings
 - Both virtual and in-person
- Design and develop eLearning
- Design and develop all course collateral
 - Including course deck, facilitator guide, participant workbook, and support material
- Vet and manage external vendors
- Create and edit multimedia additions
- Conduct needs analysis via focus groups, surveys, reports, etc.
- Serve on fast-paced taskforce around SHRM's public racial equity resource hub, Together Forward @ Work
- Serve on SHRM-led external Diversity, Equity, and Inclusion Taskforce with industry veterans

Senior Instructional Designer

Cook Ross

Feb. 2018 – Feb. 2020

Silver Spring, Maryland

- Content focus: Unconscious bias, addressing microbehaviors, inclusive leadership
- Designed and developed instructor-led trainings
 - Both virtual and in-person
 - Both in-house and for clients
- Designed and developed all course collateral
 - Including course deck, facilitator guide, participant workbook, and support material
- Developed and facilitated design sessions
- Consult with clients on training curriculum
- Served as in-house WCAG/508 compliance expert
- Coordinated all localization and translation
 - Vetted and onboarded multilingual producers and international consultants
- Vetted and managed external vendors to deliver on animation, voiceover, subtitles, augmented reality
- Created multimedia additions to course materials
- Created, refined, and maintained course evaluation methodology and results
- Conducted needs analysis via focus groups, surveys, reports, etc.
- Established in-house Innovation Lab processes and procedures

People Skills

Supervisory experience
Project management
Cultural competence
Conflict Resolution

- Crucial Conversations
- Difficult Conversations

Strategic and critical thinking
Strong communication skills
Situational leadership (Blanchard)
Decent human being

Languages

English (ILR 5)
Spanish (ILR 3+)
American Sign Language (ILR 1)

Hobbies + Passions

Committed LGBT+ book clubber
Avid reader
History-focused road tripper
Board game aficionado
Horror movie fanatic

Let's talk.

carrietmills@gmail.com
www.linkedin.com/in/carrietmills/

Relevant Work Experience (cont.)

Instructional Designer

Red Hat (Contract)
Nov. 2015 – Feb. 2018 Raleigh, North Carolina

- Content Focus: Organization-wide diversity and inclusion learning strategy and interventions; leadership and new manager training programs
- Designed and developed instructor-led trainings
 - Both virtual and in-person
 - Developed Train-the-Trainer materials
- Designed and developed on-demand solutions
 - eLearning, video-based micro-learnings, and meetings-in-a-box
- Developed Train-the-Trainer support materials
- Designed, developed, and launched intranet portal for self-service learning content creation
- Facilitated instructor-led training pilots
- Served as LMS administrator (Totara/Moodle)
 - Troubleshoot LMS issues and responded to service tickets around courseware
- Consulted with the business on training needs

Administrative Specialist II

City of Boulder, Boulder Public Library
Aug. 2014 – Sept. 2015 Boulder, Colorado

- Created onboarding curriculum for new employees
- Developed technical training materials
- Maintain Library Commission WordPress web pages
- Managed \$20,000 annual department supply budget

Administrative Assistant

Marymount University
Apr. 2013 – Jun. 2014 Arlington, Virginia

- Hired, trained, and supervised 8 part-time employees
- Managed Academic Integrity Council and casework
- Conducted background checks

Education

Bachelor of Arts

Duke University
Aug. 2009 – Sept. 2012 Durham, North Carolina

- Major: African and African American Studies
- Minors: History and Sociology

Volunteer Work

Board Member

Montgomery County Friends of the Library (FOLMC)
Mar. 2020 to Present Rockville, Maryland