

# Jonathan Miller

Learning and Development Professional

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## Contact

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## Experience

### Whole Foods Market

April 2024–Present

#### *Learning and Development Analyst*

Designed and delivered engaging training programs using eLearning tools (Articulate, Inkling, Vimeo), including voiceovers, assessments, and multimedia for cross-functional apprenticeship programs.

Collaborated with subject matter experts to define learner requirements, incorporate feedback, and align training materials with business goals across multiple development phases (Alpha, Beta, Gold).

Created and maintained end-user training assets such as facilitator guides, onboarding resources, job aids, and certification checklists to support consistent and scalable learning.

Led process improvements by developing SOPs, creating modular design templates, and coaching peers on best practices for content management and tool usage (Rise, Vimeo).

Delivered training across multiple formats—VILT, ILT, blended learning—supporting technical and soft-skill development for operational roles in retail and distribution environments.

Applied instructional empathy through hands-on field experience (Produce and Grocery shifts, distribution center visits, media production support), and led peer design sessions to foster learning culture.

### Cigna

May 2022– November 2023

#### *Technical Training Lead Analyst*

I currently support the US Market Sales division by providing advanced professional input, completing coaching and training assets, and supporting more junior-level professionals.

### Quantum Health

June 2016 – May 2022

#### *Instructional Systems Designer*

I researched, wrote, and developed digital onboarding and leadership training for medical and call center staff using Articulate and Adobe products. I also implemented a new LMS and a usage strategy for the company.

### Veeam

July 2015 – June 2016

#### *Instructional Design Program Manager*

### National Church Residences

March 2014 – July 2015

#### *Instructional Designer*

I developed online training modules using Articulate Studio. I incorporated graphic elements and animations I created using Flash, Illustrator, and Photoshop. I also wrote user guides in Adobe InDesign and created learning webinars.

### Cheetah Technologies

December 2012 – December 2013

#### *Technical Writing Contractor (Pittsburgh, PA)\**

### Compunetix

March 2009 – November 2012

#### *Trainer/Technical Writer (Pittsburgh, PA)*

I provided monthly, multi-day training sessions for customers and employees. I conducted the training sessions both locally and internationally, traveling to offsite locations in Asia, Europe, and the U.S. to train clients. My sessions incorporated adult learning principles while being sensitive to cultural differences and building lasting business relationships.

**Wright Patterson Air Force Base**  
August 2005 – March 2009

***Technical Writing Contractor (Dayton, OH)\****

\*Additional work experience detail from these positions can be viewed on my website.

## **Education**

Cedarville University  
2001 - 2005

Bachelor of Arts : Professional Writing and Information Design

## **Software Skills**

- Articulate 360
  - Adobe Captivate
  - Docebo (LMS)
  - Word
  - Powerpoint
  - InDesign
  - Photoshop
  - Illustrator
  - Robohelp
  - Audacity
  - Sharepoint
  - HTML/CSS/JavaScript
  - Vimeo
  - Vyond
  - Well Said Labs
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