

Jonathan Miller

Senior Learning Experience Designer & Instructional Design Leader

Contact

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Learning and Development professional with 10+ years designing scalable, high-impact learning solutions across corporate environments. Expertise in human-centered design, AI-enhanced learning experiences, and multi-modal content development (VILT, ILT, eLearning). Proven ability to partner with cross-functional stakeholders, lead learning strategy, and deliver measurable business outcomes. Skilled in leveraging generative AI tools to accelerate content creation, personalize learning journeys, and improve learner engagement.

Experience

Amazon / Whole Foods Market
April 2024 – Present

Learning and Development Analyst (Learning Experience Design)

Partner with cross-functional stakeholders and subject matter experts to define learning strategy, identify capability gaps, and design scalable training solutions aligned to business objectives.

Lead learning design initiatives across projects, influencing stakeholders and guiding decision-making on learning strategy and experience design.

Pilot AI-assisted learning experiences, including adaptive content pathways and conversational learning concepts to improve learner engagement.

Integrate generative AI tools (e.g., ChatGPT, WellSaid Labs) to accelerate content development, enhance voiceover production, and streamline instructional workflows.

Leverage AI to rapidly prototype training materials and iterate based on stakeholder feedback.

Design and deliver training programs supporting apprenticeship initiatives, improving onboarding speed and consistency across teams.

Develop scalable learning assets (job aids, certification pathways) enabling consistent knowledge transfer across distributed teams.

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

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

Cigna

May 2022 – November 2023

Technical Training Lead Analyst

Led development of training and coaching assets for sales teams, aligning learning solutions with business performance goals.

Partnered with stakeholders to identify skill gaps and support enablement initiatives across the U.S. Market Sales organization.

Mentored junior team members and contributed to content quality and consistency.

Quantum Health
June 2016 – May 2022

Instructional Systems Designer

Designed and developed digital onboarding and leadership training programs for healthcare and call center staff.

Evaluated learning effectiveness through learner feedback, performance metrics, and iterative design improvements.

Implemented a Learning Management System (LMS) and defined enterprise usage strategy.

Created scalable eLearning content using Articulate and Adobe tools.

Coordinated with external tools/platform vendors (WalkMe) to support scalable learning delivery.

Evaluated third-party tools and content solutions to ensure alignment with learning experience standards.

Veeam
July 2015 – June 2016

Instructional Design Program Manager

National Church Residences
March 2014 – July 2015

Instructional Designer

Developed online training modules using Articulate Studio. Incorporated graphic elements and animations using Flash, Illustrator, and Photoshop. 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)

Provided monthly, multi-day training sessions for customers and employees. Conducted the training sessions both locally and internationally, traveling to offsite locations in Asia, Europe, and the U.S. to train clients. 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 details from these positions can be viewed on my website.

Education

Cedarville University
2001 - 2005

Bachelor of Arts : Professional Writing and Information Design

Learning Technologies and Tools

Learning Design and Authoring

- Articulate 360
- Adobe Captivate
- Robohelp
- WalkMe

AI and Media Tools

- ChatGPT
- Well Said Labs
- Synthesia
- Amazon Internal AI Tools (many)
- Vyond

LMS / Platforms

- Docebo (LMS)
- Bridge LMS
- Cornerstone
- Amazon Learn

Design and Development

- Audacity
- Adobe Photoshop, Premiere, Illustrator, Audition, and InDesign
- HTML/CSS/JavaScript
- Vimeo
- Microsoft Word, Powerpoint, Excel, and SharePoint