

Kevin Miller (he/him)



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ABOUT ME

Versatile instructional designer and technical writer with comprehensive experience for any and all delivery methods. Special expertise in employee onboarding. Over a decade with Apple Inc. handling complex projects, from small pilot programs to worldwide training initiatives. Additional experience as a trainer and editor.

My passion for collaboration, efficiency, documentation, and process improvement helps produce top-flight work from myself and whatever team I'm on. I've got a good eye for visual design. I'm also a natural organiser, entertainer, and morale booster. I'll improve your training outcomes, reduce your word count, and then help plan the office holiday party.

PROFESSIONAL EXPERIENCE



May 2021-August 2023: Instructional Design @ Mambu

Mambu is a fintech scale-up offering an innovative cloud banking platform to new and established financial providers around the world.

- Developed training for product usage, employee onboarding, and more
- Copyedited and proofread content from teammates and colleagues
- Designed training roadmap for internal and partner audiences
- Developed internal procedures, documentation, and training to scale the team; collaborated on company-wide glossary and style guide
- Organised and hosted office and company-wide meetings and events



January 2010-December 2020: Instructional Design @ Apple Inc.

Apple is one of the leading consumer technology companies in the world, producing everything from iPhone to cloud services, and is known for its emphasis on design.

- Developed and revised 30+ courses and curricula for over 10,000 learners via instructor-led, self-paced, and virtual/hybrid delivery
- Collaborated with developers, business partners, editors, and other stakeholders around the world to determine learning objectives, guide development, and evaluate outcomes
- Collaborated with localisation partners to deliver accessible content in seven languages
- Designed and evaluated assessments to determine training effectiveness
- Documented and provided feedback on pre-release software
- Built processes, tools, systems, and documentation to streamline workflows

September 2007–January 2010: Training Delivery @ Apple Inc.

- Trained new AppleCare support agents at call centres in Texas, Florida, Ontario, and Ireland
- Helped launch new call centres in Texas, Oregon, Indiana, and Hong Kong
- Evaluated and revised courses and curricula

June 2003–September 2007: Customer Support @ Apple Inc.

- Supported Mac computers and other consumer products at Tier 1 and senior levels
- Product champion for Mac hardware and Mac OS X; nine AppleCare Excellence Awards
- Pilot trainer for the first iPhone support agents, May 2007

TOOLS AND SYSTEMS

- Experienced with Agile, Scrum, Kanban, Miro, and Atlassian Jira/Confluence
- Proficient with Adobe Photoshop/Illustrator, Microsoft 365/Office/Teams, and Slack
- Comfortable with HTML, CSS, Markdown, and Javascript
- Advanced proficiency with ChatGPT and generative AI for data generation and analysis
- Advanced user of Articulate Rise & Storyline, Vyond, and Camtasia
- Experience using/managing SCORM content and LMS platforms (Platueau, LearnUpon, etc.)

PERSONAL SKILLS

- Exceptional native English writing/editing skills and attention to detail
- Project management and collaboration in a leadership or participant role
- Passion for side projects to improve documentation, procedures, and efficiency
- Experienced voice actor and narrator; extremely confident public speaker and host

ADDITIONAL EXPERIENCE



2013-2020: Instructor and Dean @ Merlin Works Institute of Improvisation

- Developed and delivered improv comedy curricula for all levels of experience
- Taught workshops and directed shows across the US and around the world
- Performed and taught improv principles for public and corporate audiences

EDUCATION

- **The University of Texas at Austin** - Bachelor of Arts in the Plan II Honors Program, 2001
- **Society for Technical Communication (STC)** - Certified Professional Technical Communicator (Foundation and Practitioner Level certifications)
- **Project Management Institute** - Certified Associate in Project Management (*in progress*)
- Native/fluent in English (level C2); intermediate in Dutch (level B1+)