

Shawn Miller

Learning and Training Professional | Brooklyn, New York

I'm a training pro with a twist! I craft captivating videos, rock presentations, and sprinkle in awesome voiceovers. Let's level up your training and business - I'm your fun expert with serious results.



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heyimshawn.com

Work Experience

LRN • Brooklyn, NY, USA

Manager, Product Training • Feb 2021 - Aug 2023

- Establish, design, create, and conduct monthly week-long **highly immersive New Hire onboarding training programs** for 15-20 new employees, including knowledge checks and client stories to ensure retention.
- Re-establish, re-construct, and conduct monthly week-long administrator training programs for 5-10 clients.
- Research, develop, implement, and maintain Zendesk Guide knowledge base for **400 colleagues and 2,500 clients**.
- **Organize, produce, and facilitate monthly product showcase calls** for colleagues, updating attendees on product updates and enhancements.
- **Write copy and produce product demonstration videos and voice-overs** to create 3-5 minute instructional videos that serve as micro-learning materials using TechSmith Camtasia.

Benjamin Moore & Co • Brooklyn, NY, USA

Training Implementation Specialist • Mar 2020 - Jan 2021

- Responsible for driving the training goals for the company's **largest and most profitable market**.
- Partnered with sales leadership and independent retailers to assess training needs and recommended and delivered skills-based Solutions
- Facilitated the implementation of training programs for **50+ Benjamin Moore Field Representatives, and their leaders**, in subjects including product knowledge, selling skills, in-store training delivery, and retail best practices.
- Partnered with Market Sales Leadership to identify training Solutions to close skill gaps of field personnel.
- Collaborated with the training development group to **build field-level training programs**.

PayPal • Chandler, AZ, USA

Senior Learning Experience Specialist • Mar 2013 - Mar 2020

- **Point of contact for Training and Operations leadership** at 6 business process outsource (BPO) locations, working through daily challenges and need-based analysis.
- Trained, mentored, and certified new and tenured trainers, teammates, leaders, and quality analysts in 3-9-week classes with up to 40 participants.
- **Subject matter expert on learning technologies** such as WorkRamp, Microsoft Office, Camtasia, Adobe Articulate, and Adobe Captivate.
- **Piloted new learning tools and processes**, surveyed results, and delivered return-on-investment materials to leadership.
- Tracked and surveyed the success of teammates pre- and post-training and followed up accordingly.
- Designed, created, and delivered instructor-led and virtual instructor-led learning sessions.
- Traveled globally long term to **train a multitude of teammates, team leaders, quality analysts, and other professionals** to prepare for new sites.
- Maintained records of training in the internal roadmap, Oracle, and Cornerstone LMS.

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PayPal • Chandler, AZ, USA

Internal Consultancy And Advice Specialist • Dec 2009 - Mar 2013

- Handled escalated external customer contacts and internal customer inquiries via email, telephone, and the PayPal Escalation Tool.
- Worked with management and other departments to **optimize processes and procedures**.
- Trained and mentored new and tenured teammates on new knowledge.
- **Conducted certification process on new teammates**, providing impactful feedback and coaching on their phone contacts.
- Lead stand-ups and team building activities during team meetings.
- **Performed coaching sessions and reviews** for teammates in the supervisor's absence.
- Schedule time with struggling teammates to cover strengths and opportunities, time management, and performance improvement plans.

Customer Solutions Teammate • Sep 2008 - Dec 2009

- **Provided excellent service to customers** regarding their inquiries via email and telephone.
- Processed buyer and seller complaints.
- **Mentored peers** to improve soft skills and best practices.
- Lead team stand-ups and team building activities during team meetings.
- Enrolled in the Mentor Certification program to assist in coaching, mentoring, and training teammates for success.

Certifications

High Impact Presentations

Dale Carnegie • Dec 2019

Skills

Achieving Goals	Product Knowledge	Sales Leadership	Public Speaking
Time Management	Communication	Adaptability	Soft Skills
Articulate	Innovation	Leadership	Mentoring
Analysis	Coaching	Process	Learning
Research	Training and Development	Web Content Development	Record Management
Program Management	Camtasia	Staff Training	Planning
Training Delivery	Training Material	Business Process	Microsoft Office
Training Program	Team Learning	Learning Management System	Cornerstone LMS



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