

Merci Miley

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SENIOR INSTRUCTIONAL DESIGNER | LEADERSHIP & CREATIVE LEARNING STRATEGIST

Senior Instructional Designer and Leadership and Creative Learning Strategist with 7+ years of experience designing learning and performance solutions that support clinical education, leadership development, and enterprise initiatives. Known for translating complex needs into practical programs that improve communication, confidence, and on-the-job performance across healthcare and cross-functional teams.

EXPERIENCE

HCA Healthcare, Nashville, TN

Sr. Instructional Designer | 2024 – Present & *Instructional Designer II* | 2021 - 2024

- Partner with clinical educators, enterprise stakeholders, and program owners to translate patient care, communication, and performance needs into scalable learning programs.
- Design and deliver digital and blended learning experiences that support clinical education, leadership development, and enterprise-wide initiatives, including compliance and digital media standards.
- Lead learning initiatives from needs assessment through launch and evaluation, ensuring experiences support behavior change, adoption, and organizational consistency across teams.
- Develop accessible, multimedia training experiences using Articulate Storyline, Rise, Adobe Creative Suite, Vyond, and Camtasia.
- Manage end-to-end learning production, including storyboarding, content development, deployment, and post-launch evaluation.

HealthTrust, Nashville TN

Communications Specialist | 2019-2021

- Developed digital learning and internal communications to help account managers and leaders understand BI dashboards, vendor spend, and enterprise reporting for improved decision-making.
- Collaborated with internal analytics teams to translate complex dashboard data into clear education, videos, and messaging delivered through HealthStream and enterprise channels.

HCA Healthcare, Nashville, TN

Administrative Assistant | 2018 - 2019

- Supported Performance Improvement leadership by coordinating onboarding and offboarding coordination, Tableau access, executive calendars, and department operations for a multi-team enterprise group.

Acadia Healthcare

HR Administrative Assistant | 2015-2018

- Supported HR leadership with onboarding, training coordination, compliance tracking, vendor partnerships, and national HR conference delivery for 250+ HR leaders.

EDUCATION

Bachelor of Arts, Communications – Public Relations, Southern New Hampshire University

CORE COMPETENCIES / SKILLS

Instructional Design & Strategy: Adult Learning, Curriculum Design, Evaluation, Instructional Design, Leadership Development, Learning Strategy, Needs Assessment, Organizational Development, Performance Improvement, Program Design, Storyboarding

Digital Learning & Enablement Platforms: Articulate 360 (Storyline & Rise), Courseware Authoring, Digital Learning Design, eLearning Development, HealthStream, Learning Experience Design, LMS Administration, SharePoint

Multimedia & Experience Design: Adobe Creative Suite (Photoshop, Illustrator, Audition), Camtasia, Graphic Design, Murf AI, Snagit, Video Editing, Vyond

Program, Stakeholder & Change Enablement: Change Enablement, Content Strategy, Cross-functional Collaboration, Enterprise Communication, Project Management, Stakeholder Partnership, Training Materials Development