

Cheryl Blue

Technical Writer & Learning Experience Specialist | Process Documentation | Administrative Operations Support Greencastle, IN • contactcherylbluecv@gmail.com

Professional Summary

Senior Learning & Development Consultant and **Technical Writer** with 20+ years of experience creating clear, user-centered documentation that improves operational consistency, system adoption, and workforce capability. Skilled in developing **employee handbooks, system manuals, SOPs, process maps, instructional videos, and training guides**. Adept at translating complex workflows into accessible content, partnering with SMEs, and designing scalable learning and documentation frameworks that support organizational effectiveness and business goals.

Core Capabilities

- Technical Writing & Documentation
- Process Mapping & Workflow Design
- Policy & Handbook Development
- Instructional Design & Adult Learning Theory
- Knowledge Management & Content Governance
- Leadership Development & Coaching
- Organizational Effectiveness & Change Leadership
- LMS Administration & Learning Technology
- Cross-Functional Collaboration
- Communication Planning & Stakeholder Alignment
- Program Evaluation & Continuous Improvement
- High-Growth / Fast-Paced Environments
- Microsoft 365 Proficiency

Professional Experience

Office Manager

FHL Center for Healing | March 2026 – Present

- **Developed technical documentation** including office procedures, client-facing materials, and administrative SOPs to support consistency and compliance.
- Managed scheduling, calendars, and meeting coordination for leadership.
- Maintained office systems, documentation, and records with strong attention to detail.
- Served as primary point of contact for clients and external partners.
- Streamlined administrative processes to improve workflow efficiency.
- Upheld a professional, service-oriented environment aligned with organizational values.

Business Integration Manager

Amazon Pharmacy | Feb 2024 – Oct 2025

- **Authored instructional materials** including onboarding guides, technical training content, and leadership development resources.
- **Created process documentation** such as workflows, diagrams, and SOPs to support operational alignment across four business units.
- Designed and evaluated leadership, onboarding, and technical training programs.
- Conducted needs assessments to identify performance gaps and recommend learning solutions.
- Coached leaders on communication, team effectiveness, and performance expectations.
- Managed learning systems, content libraries, and digital training tools.
- Led continuous improvement cycles using performance data and evaluation metrics.

Regional Learning Manager

Amazon Pharmacy Fulfillment Network | Oct 2019 – Feb 2024

- **Developed scalable documentation frameworks** (0→1) to standardize training and operational processes across six nationwide sites.

- Designed and delivered leadership and technical training programs.
- Facilitated leadership development sessions and team-effectiveness workshops.
- Created communication plans to support program rollouts and organizational changes.
- Evaluated program effectiveness using KPIs and learner feedback.
- Supported culture-building and organizational development initiatives.

Learning Business Partner

Amazon North America Fulfillment Network | Mar 2015 – Oct 2019

- Conducted needs assessments across 15+ sites to identify organizational challenges.
- Partnered with HR and business leaders to design leadership and capability programs.
- Developed communication strategies to support change initiatives.
- Analyzed performance metrics and survey data to evaluate program impact.
- Supported restructuring and change management through targeted learning interventions.

Learning Operations Manager

Amazon IND2 & IND5 | May 2011 – Mar 2015

- Owned learning strategy and leadership development for 2,000+ employees.
- Designed and facilitated leadership, technical, and compliance training programs.
- Launched learning departments for multiple new sites.
- Built cross-functional relationships with HR, operations, and senior leadership.
- Implemented standardized processes and frameworks to improve training quality and scalability.

Technical Writing Projects

- **Employee Handbook** — Developed a comprehensive, compliance-aligned handbook covering policies, culture, and workplace expectations.
- **Systems Manual** — Documented system architecture, workflows, administrative procedures, and governance standards.
- **Owner's Manual** — Created user-focused product documentation with clear instructions and troubleshooting guidance.
- **Instructional Video Script & Storyboard** — Wrote full script and designed visual diagrams for a training video.

Education

- **Bachelor of Arts – Business Management** — Indiana Wesleyan University
- **Technical Writing Certification (In Progress)** — Oregon State University, Expected May 2026
- **MSCC – Logistics Associate & Technician** — Ivy Tech, 2013

Travel

Willing to travel up to 50%