

Margaret S. Garguilo

Frederick, MD • 240-422-7021 • msg@msgbrightspot.com

www.linkedin.com/in/margaret-garguilo-28210a3 • <https://msg-consulting.me>

UEI: VA99USGSJ1H8 • CAGE: 15ZM7 • NAICS: 611420, 611430, 611710 • EIN: 30-1458775

Security Clearance: Active DoD Secret

Professional Summary

Instructional design leader with 15+ years of experience creating innovative, scalable, and accessible learning programs for global audiences. Skilled in eLearning development, LMS administration, performance analysis, and program management. Recognized for designing learner-centered solutions that boost engagement, reduce costs, and standardize training across diverse, multicultural user groups. Passionate about using educational technology to empower instructors and learners worldwide.

Core Competencies

- Instructional Systems Design (ADDIE, Kirkpatrick)
- eLearning Development: Articulate 360 Expert (Storyline, Rise, etc.), Captivate, Synthesia, Canva, RoboHelp, SAP Enable Now
- LMS Administration: SCORM, Blackboard, Moodle, JKO, ATRRS
- Accessibility: 508 Trusted Tester Certified
- Project & Program Management (SCRUM, Asana)
- Survey & Data Analysis (Power BI, SharePoint, Excel)
- Stakeholder Collaboration & Cross-Functional Leadership

Professional Experience

United States Army Training and Doctrine Command (TRADOC) – Fort Eustis, VA

Instructional Systems Specialist & Knowledge Manager | 2023-2025

- Designed, developed, and sustained online training for thousands of civilian learners across TRADOC using Articulate 360 and Storyline.
- Modernized the TRADOC Mentorship Program with SharePoint, Power Automate, and Power BI—mirroring DoD standards and improving participation and learner outcomes.
- Collaborated with SMEs and cross-functional teams to ensure content accuracy, alignment, and accessibility (508 compliance).
- Developed and delivered surveys and performance dashboards to evaluate training impact and drive continuous improvement.
- Administered and optimized SharePoint-based platforms supporting leadership, mentorship, and professional development initiatives.

United States Army Medical Materiel Agency (USAMMA), Frederick, MD

Instructional Designer & Training Administrator | 2007-2023

- Directed SAP logistics training for 700+ users, ensuring soldier Class VIII readiness across a global supply chain.
- Transitioned training delivery from in-person to scalable online platforms, saving the Army hundreds of thousands of dollars in travel costs.
- Designed curricula and eLearning modules; managed SCORM packaging and LMS delivery (Blackboard, JKO, ATRRS).
- Coordinated and mentored a team of 4 instructional designers; collaborated with leadership and SMEs to align learning with mission requirements.
- Spearheaded acquisition and deployment of a tri-server LMS landscape, enhancing system scalability and user accessibility.

Awards & Recognition

- Superior Civilian Service Medal (2025)
- Civilian Service Commendation Medal (2025)
- MEDLOG All Star Award – Peer-nominated for exceptional performance (2022)
- Multiple Army commendations for innovation in eLearning, training program leadership, and performance improvement

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Certifications

- ATD Certified Instructional Designer
- SCRUM Master Certification
- DHS Trusted Tester (508 Compliance) (2025)
- Asana Project Management Certification (2025)
- Blackboard & JKO Administrator Certifications
- SAP Solution Manager Certification

Education

- MBA, Marketing – Mount St. Mary's University, Emmitsburg, MD
- B.S., Industrial Organizational Psychology – George Mason University, Fairfax, VA
- Instructional Design Core Coursework – East Carolina University, Greenville, NC

Additional Past Experience:

- USAMMA IT Directorate (11/01/2002 - 9/31/07): Self Employed, MSG Consulting, 40 hours/week. Technical Writer, Frederick, MD. Created templates for and produced Class VIII medical supply catalogs, designed job aids and assisted with user guide design for IT project.
- Akimeka (10/01/2001 – 10/31/2002) - Trainer/Technical Writer. Frederick, MD. Designed and developed complete user guide for the JMAR (Joint Medical Asset Repository) web-based application, help desk training guide and project marketing materials.
- Troy Systems (10/1/1989 – 10/01/2001) – Training Manager, Frederick MD. Managed all aspects of production and development of user reference guide for army-wide Health Hazard Information System (HHIM). Using RoboHelp, designed and implemented online help system for new release of Medical Information Management System.
- Information Analysis Inc. (IAI) (01/01/1987 - 10/01/1989) - Field Training Specialist, Fairfax, VA. Worked with team of trainers to design and develop end user reference guides and learning materials for office automation software. Delivered end-user training to DEA field personnel. Provided post-training help desk support.
- American Management Systems (11/01/1985 – 12/31/1986) – Local Area Network and Training Administrator, Rosslyn, VA. Installed and maintained 3COM local area network and maintained connectivity. Trained project team on network concepts.