

# NORMA MILLER

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## Summary

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Innovative and accomplished international captioner and captioning firm owner with demonstrated ability to deliver consistently excellent results. Pioneer in creating a specialized niche captioning firm focused on medical and technical education and conferences. Builds, leads, and retains high-performance teams by hiring, developing, and motivating the most highly skilled professionals in the field. Focused on outstanding customer service and building strong relationships with events organizers and academic professionals.

## Selected Career Accomplishments

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**President and CEO** **08/2017 to current**  
**White Coat Captioning UK Ltd** **Dorchester, England**  
Expanded operations to the UK to better serve UK and European clients. Registered in England and Wales.

**President and CEO** **01/2014 to current**  
**White Coat Captioning LLC** **St. Albans, Vermont**  
Recognized need for creating a company that focuses on captioning in jargon-heavy fields. Launched specialized medical and technical captioning firm in response to that need.

**Owner Operator** **01/2007 to 01/2014**  
**Norma Miller CART** **St. Albans, Vermont**  
Certified CART Provider and Captioner. Built and expanded business from local and onsite to include remote and international.

**Court Reporter and CART Provider/Captioner** **01/1995 to 12/2006**  
**Norma Miller** **St. Albans, Vermont**  
Freelance court reporter, including Federal Grand Jury, and CART provider/captioner.

**Live Subtitler** **05/1993 to 08/1994**  
**British Broadcasting Corporation** **London, England**  
Recruited from court reporting career and retrained to become a live subtitler, Department of News and Current Affairs.

## Education and Training

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**Associate of Science: Court Reporting**  
Champlain College Burlington, Vermont, USA  
Cum Laude

## Certifications

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Certified Realtime Reporter (CRR) Certified Broadcast Captioner (CBC) Certified CART Provider (CCP) Registered Professional Reporter (RPR) Certified Realtime Captioner (CRC)

## Activities and Honors

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Member, National Court Reporters Association  
Member, British Institute of Verbatim Reporters  
Recipient, JCR Award for Best In Class: Service in Nonlegal Setting