

Miriam Manglani

Cambridge, MA 02139 • 617-792-5163 • miriam@imagineblue.com

Summary

Experienced training manager skilled at establishing and cultivating relationships across multiple levels of an organization. Ability to plan and execute strategically while assisting the team at the ground level. Broad range of skills include writing, instructional design, visual design, and project management.

Experience

Sonos

Sr. Technical Training Manager, Customer Experience

Boston, MA
2020-Present

- Established and grew the CX training organization by defining and implementing instructional design and training need intake processes.
- Established course development process through the implementation of storyboard templates, project management tools, and documentation.
- Build relationships with our partners and internal stakeholders to identify and address training needs.
- Develop and implement training roadmap and strategy.
- Manage the design and development of a global blended learning onboarding program for new customer service agents at our partner sites.
- Measure the effectiveness of our training programs through survey analysis and audits conducted by the QA team.
- Implemented a standard framework for the development of technical certifications that includes assessment and auditing to measure business impact.
- Led the selection process for a new LMS to meet the training delivery and tracking needs of all of Sonos.

Biogen

Training Manager, R&D Learning

Cambridge, MA
2019-2020

- Managed a large project to integrate an acquired company into the R&D training process that included creating role-based curriculums and migrating training records.
- Manage training development vendors to ensure quality, training effectiveness, and adherence to deadlines.
- Support training requests for R&D audits and inspections by running reports in SuccessFactors LMS.

Akamai Technologies

Training Manager

Lead Senior Documentation and Training Specialist

Senior Documentation and Training Specialist

Cambridge, MA
2015-2019
2014-2015
2013-2014

- Identified training needs and prioritized projects by meeting regularly with stakeholders across the department.
- Designed and developed blended learning curriculums to address identified training needs.
- Designed and ran learning games used to develop problem solving skills and foster collaboration across locations.
- Measured program effectiveness by analyzing survey and assessment results.
- Managed and led a large project to migrate over a hundred courses and associated completion data from an open source LMS to Cornerstone. The project resulted in saving over half a full-time employee.
- Drove a project to streamline and standardize a blended learning on-boarding program across multiple locations that resulted in a two week reduction in training time.
- Implemented course production process, software, and templates to structure and streamline work.

Self-employed

Freelance Instructional Designer

Cambridge, MA
2012-2013

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America's Test Kitchen

Instructional Designer

Brookline, MA

2011-2012

Led instructional design for a cutting-edge online cooking school that has enrolled thousands of students.

- Developed curriculum by working closely with the Editorial Director: Synthesized and edited content from print sources, drafted assessment questions, and designed the interactive learning experience.
- Helped design a custom course authoring system and LMS from the ground up by working closely with developers to identify features and troubleshoot technical issues.
- Managed production of over a hundred courses: Worked with outside departments to coordinate and ensure on-time delivery of assets, and managed production assistants.

CDM Smith

Senior Training Specialist

Cambridge, MA

2008-2010

- Worked with engineers to design and develop online training.

Iron Mountain

eLearning Instructional Designer

Boston, MA

2007-2008

- Designed and developed online courses to deliver software application training.

Six Red Marbles

Contract Educational Product Developer

Cambridge, MA

2007

- Wrote functional specifications for the development of educational software

athenahealth

Instructional Designer

Watertown, MA

2006-2007

Various Companies

Web Developer and Web Designer

Boston and NY areas

2000-2004

Technical Skills

Articulate 360, Captivate, Camtasia, Lectora, Photoshop, Final Cut Pro X, Audacity, Visio, HTML 5/CSS, Markdown, Linux, Bootstrap, basic SQL, Javascript, Microsoft Office Suite, and JIRA. Experience with Lessonly, Moodle, Cornerstone, and SuccessFactors Learning Management Systems.

Harvard University, Graduate School of Education

Master of Education in Technology in Education

Cambridge, MA

June 2005

Coursework in learning technologies, learning theory, and curriculum development.

Brandeis University

Bachelor of Arts, Major in English; Graduated cum laude.

Waltham, MA

May 1998