

# Miriam Manglani

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**Summary** Detail oriented, customer-focused, and collaborative team player capable of working independently. Broad range of skills including an aptitude for learning new technologies, writing, editing, instructional design, visual design, and project management. Analytical and creative with expertise in eLearning and blended learning design and development. Unique background in teaching cooking skills online, technical training, classroom teaching at the college level, and web development. Strong ability to multitask, work with complex technical material, and communicate effectively.

**Experience** **Akamai Technologies** Cambridge, MA  
*Lead Senior Documentation and Training Specialist* June 2014–Present  
*Senior Documentation and Training Specialist* May 2012–June 2014

- Lead training for Akamai's Platform Operations department and manage a team of documentation and training specialists.
- Design, develop, and coordinate the delivery of regularly scheduled instructor-led courses delivered remotely through WebEx in multiple locations.
- Design and develop multiple training solutions simultaneously, including online self-paced courses, by working with engineer subject matter experts: Define business case and audience; draft learning objectives; rewrite, organize, and edit material; identify content gaps; design exercises and assessments; create instructor guides and student guides, design interactivities, create storyboards, and produce courses.
- Documented instructional design process and created templates for course production.
- Identify training needs by surveying and interviewing the target audience.
- Implemented new formatting and helped define structural changes for procedures that resulted in a significant increase in procedure execution efficiency.
- Redesigned department website to meet the needs of multiple audiences by modifying an HTML 5/CSS Bootstrap framework.

**Self-employed** Cambridge, MA  
*Freelance Instructional Designer* November 2012–May 2012

- Develop blended learning programs and self-paced online courses for clients.

**America's Test Kitchen** Brookline, MA  
*Senior Instructional Designer* January 2011–November 2012

For a nationally recognized leader in the cooking publishing industry, led instructional design and course production for a cutting-edge online cooking school ([www.onlinecookingschool.com](http://www.onlinecookingschool.com)) that has enrolled thousands of students.

- Developed cooking school curriculum by working closely with the Editorial Director: Synthesized and edited content from various print sources, drafted learning objectives and assessment questions, and designed the interactive learning experience.
- Drafted website content used to promote and market the cooking school.
- 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 the production of over 100 courses: Developed production schedules, worked with various outside departments to coordinate and ensure on time delivery of assets, which include thousands of images and over 20 videos per course, and managed production assistants.
- Trained instructors on the fundamentals of effective teaching and worked with them to ensure high quality personalized instruction.

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## **CDM Smith**

*Senior Training Specialist*

Cambridge, MA

March 2008–December 2010

- Worked with engineers to design and develop online training: Identified the business need for training, target audience, learning objectives, and the most effective delivery method; analyzed, organized, and rewrote technical content; drafted detailed storyboards; designed assessments; and built training using eLearning production tools.
- Planned and project managed multiple training initiatives simultaneously.
- Designed course evaluations, analyzed evaluation results, and recommended course improvements.

## **Iron Mountain**

*eLearning Instructional Designer*

Boston, MA

June 2007–March 2008

- Designed and developed online courses to deliver software application training: Wrote storyboards, created interactive elements for inclusion in online courses, and processed audio.

## **Six Red Marbles**

*Contract Educational Product Developer*

Cambridge, MA

February 2007–June 2007

- Wrote functional specifications for the development of software that allows teachers to manage science labs and other classroom activities.

## **athenahealth**

*Instructional Designer*

Watertown, MA

January 2006–February 2007

- Designed and created online courses to deliver job-specific and healthcare industry training. Identified learning objectives, created storyboards and outlines, wrote content, researched and implemented course publishing software, and developed courses.

## **Newbury College and The New England Institute of Art**

*Adjunct Instructor in Web Design*

Brookline, MA

Fall semesters 2003, 2004, & 2005

- Developed a course syllabus, lesson plans, online lessons, homework, and in-class exercises to support student learning. Taught basic website production skills including XHTML and CSS coding.

## **Various Companies**

*Web Developer and Web Designer*

Boston and NY areas

August 2000–January 2004

- Held multiple positions in the field of web design and development.

## Technical Skills

Articulate Storyline, Lectora, Captivate, Photoshop, Illustrator, Final Cut Pro X, Sony Sound Forge, Audacity, Visio, HTML 5/CSS, Bootstrap, Microsoft Office Suite, and MS Project. Experience with Salesforce, SumTotal and Moodle LMSs, SQL, and SCORM standards.

## Education

### **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