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	Boston, MA
Sr. Technical Training Manager, Customer Experience	2020-Present

Biogen	Cambridge, MA
Training Manager, R&D Learning	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.
- Redesigned the training needs analysis component of the training processed used across R&D and created job aids and documentation to support it.
- 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	Cambridge, MA
Training Manager	2015-2019
Lead Senior Documentation and Training Specialist	2014-2015
Senior Documentation and Training Specialist	2013-2014

Managed training for Global Performance and Operations, an engineering department that manages, monitors, and maintains the world's most highly distributed computing platform.

- Hired and managed a local and remote engineering training team.
- Identified training needs and scoped and prioritized projects by meeting regularly with stakeholders across the department.
- Designed and developed blended learning curriculums to address identified training needs, including global employee on-boarding programs and technical certification programs. Worked on multiple courses at once by working with engineer subject matter experts.
- 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	Cambridge, MA
Freelance Instructional Designer	2012-2013

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America's Test Kitchen   Brookline, MA
Instructional Designer   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   Cambridge, MA
Senior Training Specialist   2008-2010

- Worked with engineers to design and develop online training.

Iron Mountain   Boston, MA
eLearning Instructional Designer   2007-2008

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

Six Red Marbles   Cambridge, MA
Contract Educational Product Developer   2007

- Wrote functional specifications for the development of educational software

athenahealth   Watertown, MA
Instructional Designer   2006-2007

- Designed and created online courses to deliver job-specific training.

Various Companies   Boston and NY areas
Web Developer and Web Designer   2000-2004

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

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 Moodle, Cornerstone, and SuccessFactors Learning Management Systems.

Harvard University, Graduate School of Education   Cambridge, MA
Master of Education in Technology in Education   June 2005

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

Brandeis University   Waltham, MA
Bachelor of Arts, Major in English; Graduated cum laude.   May 1998

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