

Miriam Manglani

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Summary

Experienced training manager with a strong customer focus skilled at establishing and cultivate relationships across multiple levels of an organization. Broad range of skills include an aptitude for learning new skills, writing, instructional design, and project management. Exceptional ability to transform complex, technical material into clear and concise learning experiences.

Experience

Akamai Technologies

Cambridge, MA

Manager of Global Performance Operations

October 2015-present

Lead Senior Documentation and Training Specialist

June 2014-October 2015

Senior Documentation and Training Specialist

May 2013-June 2014

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

- Hire and manage a local and remote training team: Guide employees in daily work, provide regular feedback on performance, and help employees develop and improve their skills.
- Identify training needs and scope and prioritize projects by meeting regularly with stakeholders across the department; Define and implement strategy to address identified needs.
- 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.
- Defined and implemented course production process and new course production software and template to streamline work.
- Design and develop blended learning curriculums, including global employee on-boarding programs and technical certification programs. Work on multiple courses at once by working with engineer subject matter experts.
- Measure training effectiveness by analyzing survey and assessment results.

Self-employed

Cambridge, MA

Freelance Instructional Designer

November 2012-May 2013

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 for a cutting-edge online cooking school 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.
- 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.

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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; 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.

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 training.

The New England Institute of Art

Adjunct Instructor in Web Design

Brookline, MA

Fall semesters 2004, & 2005

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

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 360, Captivate, Lectora, Photoshop, Final Cut Pro X, Audacity, Visio, HTML 5/CSS, Bootstrap, basic SQL, Microsoft Office Suite, and JIRA. Experience with Moodle and Cornerstone LMS and SCORM standards.

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