

# Miriam Manglani

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## Summary

Training manager skilled at fostering team collaboration, motivating, and supporting a team. Strong customer focus and ability to establish and cultivate relationships across multiple levels of the organization. Ability to plan and execute strategically while assisting the team at the ground level. Broad range of skills include an aptitude for learning new technologies, writing, editing, instructional design, visual design, and project management.

## 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, write performance reviews, and help employees develop and improve their skills.
- Regularly meet with stakeholders across the department to conduct training needs analysis, prioritize projects, and forecast future training needs; Define and implement training strategy to address identified training needs.
- Managed and led a large project to convert to SCORM and migrate over a hundred courses and associated completion data from a home grown 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 employee on-boarding programs. Work on multiple courses at once, including online self-paced courses and instructor-led courses, by working with engineer subject matter experts.

### 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: Drafted production schedules, 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, Lectora, Captivate, 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.

## **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