

# Miriam Manglani

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

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## **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.
- 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 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.
- Designed and implemented new CSS formatting and helped define structural changes for procedures that resulted in a significant increase in procedure execution efficiency.
- Redesigned department website to improve usability and visual design by modifying an HTML 5/CSS Bootstrap framework and working with managers on requirements.

## **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