Miriam Manglani

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Summary
Experienced training manager with a strong customer focus 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

Akamai Technologies   Cambridge, MA
Training Manager   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.
- Implemented course production process, software, and templates to structure and 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
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.

CDM Smith	Cambridge, MA
Senior Training Specialist	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	Boston, MA
eLearning Instructional Designer	June 2007–March 2008

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

Six Red Marbles	Cambridge, MA
Contract Educational Product Developer	February 2007–June 2007

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

athenahealth	Watertown, MA
Instructional Designer	January 2006–February 2007

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

The New England Institute of Art	Brookline, MA
Adjunct Instructor in Web Design	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	Boston and NY areas
Web Developer and Web Designer	August 2000–January 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, Bootstrap, basic SQL, Microsoft Office Suite, and JIRA. Experience with Moodle and Cornerstone LMS and SCORM standards.

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