Miriam Manglani

15 Valentine St. #4, Cambridge, MA 02139 • Phone: 617-566-5153 • miriam@imagineblue.com

Summary   Detail oriented, customer-focused, and collaborative team player capable of working independently. Broad range of skills including an aptitude for learning new technologies, writing, editing, instructional design, visual design, and project management. Analytical and creative with expertise in eLearning and blended learning design and development. Unique background in teaching cooking skills online, technical training, classroom teaching at the college level, and web development. Strong ability to multitask, work with complex technical material, and communicate effectively.

Experience

Akamai Technologies   Cambridge, MA
Lead Senior Documentation and Training Specialist   June 2014–Present
Senior Documentation and Training Specialist   May 2012-June 2014

- Lead training for Akamai's Platform Operations department and manage a team of documentation and training specialists.
- Design, develop, and coordinate the delivery of regularly scheduled instructor-led courses delivered remotely through WebEx in multiple locations.
- Design and develop multiple training solutions simultaneously, including online self-paced courses, by working with engineer subject mater experts: Define business case and audience; draft learning objectives; rewrite, organize, and edit material; identify content gaps; design exercises and assessments; create storyboards; and produce courses.
- Documented instructional design process and created templates for course production.
- Identify training needs, analyze training survey results, and implement training improvements.
- Implemented new formatting and helped define structural changes for procedures that resulted in a significant increase in procedure execution efficiency.
- Redesigned department website to meet the needs of multiple audiences by modifying an HTML 5/CSS Bootstrap framework.

Self-employed   Cambridge, MA
Freelance Instructional Designer   November 2012–May 2012

- Develop blended learning programs and self-paced online courses for clients.

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 and course production for a cutting-edge online cooking school (www.onlinecookingschool.com) 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.
- Drafted website content used to promote and market the cooking school.
- 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 the production of over 100 courses: Developed production schedules, worked with various outside departments to coordinate and ensure on time delivery of assets, which include thousands of images and over 20 videos per course, and managed production assistants.
- Trained instructors on the fundamentals of effective teaching and worked with them to ensure high quality personalized instruction.

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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; analyzed, organized, and rewrote technical content; 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: Wrote storyboards, created interactive elements for inclusion in online courses, and processed audio.

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 and healthcare industry training. Identified learning objectives, created storyboards and outlines, wrote content, researched and implemented course publishing software, and developed courses.

Newbury College and The New England Institute of Art   Brookline, MA
Adjunct Instructor in Web Design   Fall semesters 2003, 2004, & 2005
- Developed a course syllabus, lesson plans, online lessons, homework, and in-class exercises to support student learning. Taught basic website production skills including XHTML and CSS coding.

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   Audio recording and processing, video editing, graphics creation, Lectora, Articulate Storyline, Captivate, Photoshop, Illustrator, Final Cut Pro X, Sony Sound Forge, Visio, HTML 5/CSS, Microsoft Office Suite, and MS Project. Experience with Salesforce, SumTotal and Moodle LMSs, SCORM standards, JavaScript, and SQL.

Education   **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