

Miriam Manglani

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Summary

Experienced training manager 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

Biogen

Cambridge, MA

Training Manager, R&D Learning

2019-Present

- Managed large project to integrate an acquired company into the R&D training process that included migrating training records and creating and assigning the appropriate role-based curriculums.
- Manage training development vendors to ensure quality, training effectiveness, and adherence to deadlines.
- Support training requests for R&D audits and inspections.

Akamai Technologies

Cambridge, MA

Training Manager

2015-2019

Lead Senior Documentation and Training Specialist

2014-2015

Senior Documentation and Training Specialist

2013-2014

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

- Hired and managed a local and remote training team.
- Identified training needs and scoped and prioritized projects by meeting regularly with stakeholders across the department.
- Designed and developed blended learning curriculums to address identified training needs, including global employee on-boarding programs and technical certification programs. Worked on multiple courses at once by working with engineer subject matter experts.
- Designed and ran learning games used to develop problem solving skills and foster collaboration across locations.
- Measured program effectiveness by analyzing survey and assessment results.
- 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.

Self-employed

Cambridge, MA

Freelance Instructional Designer

2012-2013

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America's Test Kitchen

Brookline, MA

Instructional Designer

2011-2012

Led instructional design for a cutting-edge online cooking school that has enrolled thousands of students.

- Developed curriculum by working closely with the Editorial Director: Synthesized and edited content from print sources, drafted 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

2008-2010

- Worked with engineers to design and develop online training.

Iron Mountain

Boston, MA

eLearning Instructional Designer

2007-2008

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

Six Red Marbles

Cambridge, MA

Contract Educational Product Developer

2007

- Wrote functional specifications for the development of educational software

athenahealth

Watertown, MA

Instructional Designer

2006-2007

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

Various Companies

Boston and NY areas

Web Developer and Web Designer

2000-2004

- 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, Markdown, Linux, Bootstrap, basic SQL, Javascript, Microsoft Office Suite, and JIRA. Experience with Moodle, Cornerstone, and SuccessFactors Learning Management Systems.

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