

# Sangeetha Niranjan

A dynamic instructional designer with over five years of experience in a variety of domains - Limerick, Ireland

W: <http://www.worky.com/sangeetha-niranjan>

A dynamic instructional designer with over five years of experience in a variety of domains that includes content management, team management, editing, office administration, customer service and conference management.

- Extensive expertise in quality assurance, reviewing and web site content writing.

Strong acumen for identifying problem areas, assessing impact of proposed changes and optimizing processing of business information.

Excellent verbal and written communication skills having worked in direct and indirect customer-facing roles.

Excellent team working and team-building skills.

## Sangeetha Niranjan's Professional Experience

---

### 2005 - 2006 **NayaMode Solutions - Reviewer, QA In charge**

As a reviewer, refined and smoothened language for case studies, strategy white papers, technical white papers and user manuals.

As QA In charge, performed the complete QA for both writing and graphic projects. Writing projects involved case studies and white papers, presentation content. Graphic projects involved flash demos, animation films, PowerPoint presentations and web site designing.

As instructional designer structured and designed WBT courses.

Extensively used MS Front Page, Excel, MS PowerPoint and SharePoint.

Key Skills Storyboarding, editing, content writing

---

### 2005 - 2005 **Lionbridge Technologies - Instructional Designer**

Produced quality assurance reports and performed compliance tests.

Translated technical details into clear hierarchy of concepts depending on the audience.

Worked along with the Client Team to define the training curriculum design/solution approach and design.

Lead the team from a project management perspective.

Assessed the learner profile & defined the evaluation methodology.

Worked through the phases of design and development.

Prepared high level curriculum / learning solution design that included storyboard building, delivering a prototype, completing the detailed design, collecting the relevant media, provide direction to the media/web development team.

Successfully completed projects for VCampus Corporation, McGraw-Hill and HMCO.

Successfully completed projects for NetG courses which involved content writing for NetG BPD courses and ISA server technical course.

Key Skills Compliance tests, storyboarding, QA

---

### 2004 - 2005 **Jasubhai Media - Sub-Editor of Pharma-Bio World, Event Manager**

Researched and covered news, events, products and technology section.

Planned and designed magazine lay-out using Framemaker.

Edited the magazine.

Proofread each issue, downloaded appropriate photos and attended press conferences.

Coordinated and edited projects from a rough manuscript to a final manuscript.

Updated contents of Pharma Bio World website.

As event manager, planned and coordinated special events ensuring a quality experience for all visitors.

Conducted a conference on clinical trials, which was huge success.

Interacted with national and international speakers and delegates.

Was in charge of the entire delegate registration process.

---

Key Skills Editing, proof reading

---

2001 - 2004 **Tracmail - Team Leader**

Introduced new procedures and conducted training whenever required for the betterment of the web project

Conducted new motivational programs within the project to increase the quality of production.

Coordinated and interacted with QCS, Trainers and SDM to improve team performance.

Acted as a coach and mentor for the team to deliver program objectives for the project.

Monitored customer (MSN, AOL) satisfaction levels and participated in developing improvement plans.

Delivered world-class customer care that resulted in increased customer satisfaction through every customer interaction.

---

Key Skills Mentoring, customer service

---

2000 - 2001 **Excel Engineering Classes - Tutor/Lecturer**

Trained engineering, diploma and BCA students

---

Key Skills coaching , engineering

---

**Sangeetha Niranjana's Education and Qualifications**

---

2000 **Bachelor/Degree - Instrumentation**

**Mumbai University**

Graduation - Engineering degree (B.E Instrumentation) - University of Mumbai, 61%

---

**Sangeetha Niranjana's Additional Information**

---

**Interests**

Learning new technologies, active in social networking sites, singing, learning new dance forms, exercising.

---