

Elaina Gupta

Senior Learning and Organizational Development Specialist

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📍 Richmond, VA 23220

STRENGTHS

- 🔍 **Evidence based consulting**
Workforce interviews and performance data became clear recommendations. Leaders gained confidence in practical next steps.
- 👥 **Leadership facilitation**
Workshop participants often returned with real workplace examples. Sessions became useful spaces for decisions and practice.
- ♥ **Learning design**
Storyline and Captivate projects turned complex material into clear learning paths. Facilitators found delivery easier.
- ➡ **Change readiness**
During policy and technology changes, clear follow up helped teams move from awareness into daily use.
- 🗣 **Coaching partnership**
Facilitators and emerging leaders sought guidance on difficult moments. Feedback helped them build confidence through practice.

SKILLS

Organizational Development

Enterprise Learning

Leadership Development

Organizational Effectiveness

Performance Assessment

Adult Learning

Instructional Design

Change Management Facilitation

Coaching Mentoring

Program Evaluation

Cornerstone LMS

SUMMARY

Senior learning and **organizational development** specialist with 10 years of progressive experience building **enterprise learning, leadership development, organizational effectiveness**, and change readiness programs across complex service organizations. Holds a Master of Science in Organizational Development and applies adult learning principles, instructional design, performance assessment, facilitation, coaching, mentoring, and program evaluation. Serves as a trusted internal consultant for executives, HR partners, and operating leaders, translating qualitative and quantitative workforce findings into practical interventions. Leads initiatives from discovery through implementation, measurement, and workplace transfer. Experienced with Cornerstone LMS, Articulate Storyline, Adobe Captivate, InDesign, Camtasia, virtual learning, and blended delivery. Brings thoughtful partnership, clear communication, and practical follow through that strengthen leadership capability, team performance, employee experience, and sustained organizational change.

EXPERIENCE

Senior Organizational Development Consultant

Blue Harbor Transit Solutions 📅 July 2022 - Present 📍 Richmond, VA

Leads enterprise organizational development consulting across service operations, partnering with executives, HR, and operating leaders on **workforce capability, leadership effectiveness**, change readiness, and measurable business outcomes.

- Assessed workforce needs through interviews and data reviews, shaping practical leadership interventions for service operations.
- Designed **leadership workshops** with Storyline content, improving facilitator consistency and workplace application across operating groups.
- Advised executives and HR partners on organizational effectiveness findings, strengthening decisions around **team performance** and **change readiness**.
- Coached facilitators and mentors through structured practice, building confidence for **critical function development** and follow up.
- Measured program transfer through surveys and performance indicators, refining learning experiences based on participant and leader feedback.
- Guided Cornerstone LMS implementation activities, improving access to blended learning resources and evaluation records.

Learning and Development Manager

Northstar Public Services Group 📅 March 2019 - June 2022 📍 Norfolk, VA

Managed learning and development programs from needs assessment through delivery and evaluation, supporting leadership growth, **employee experience**, mentoring, and operational performance across public service teams.

- Built enterprise leadership development programs using **adult learning principles**, facilitator guides, and workplace practice assignments.
- Facilitated virtual and in person **team sessions**, helping managers address performance issues and improve collaboration.
- Created Captivate and Camtasia learning assets, giving distributed employees consistent access to **distance learning** resources.
- Used **Cornerstone** LMS reports and learner feedback, guiding content updates and follow up activities.
- Partnered with HR and operating leaders on **change readiness** plans, supporting policy and technology adoption.
- Mentored internal facilitators through observation and feedback, increasing delivery confidence and program consistency.

Organizational Development Specialist

Piedmont Community Health Network 📅 June 2016 - February 2019 📍 Charlottesville, VA

Distance Learning

Blended Learning

LANGUAGES

English Native

Hindi Intermediate

MY CAREER



● Senior Organizational Development Consultant at Blue Harbor Transit Solutions (4.2 Years)

● Learning and Development Manager at Northstar Public Services Group (3.2 Years)

● Organizational Development Specialist at Piedmont Community Health Network (2.7 Years)

● Learning and Performance Coordinator at Riverbend Utilities Cooperative (1.6 Years)

Supported **organizational assessment, instructional design**, facilitation, and performance improvement initiatives for health network teams, translating workforce information into practical development actions.

- Collected qualitative and quantitative workforce information, identifying team development priorities for clinical support operations.
- Developed blended learning materials with **InDesign** and Storyline, supporting accessible instruction across varied employee schedules.
- Facilitated **problem solving** engagements that clarified roles, surfaced barriers, and produced documented improvement actions.
- Coordinated **mentoring** activities for emerging leaders, connecting development goals with manager feedback and workplace practice.
- Evaluated workshop outcomes through surveys and follow up discussions, guiding revisions for stronger **workplace transfer**.
- Presented recommendations to HR partners and department leaders, adapting detail for operational and executive audiences.

Learning and Performance Coordinator

Riverbend Utilities Cooperative 📅 October 2014 - May 2016 📍 Roanoke, VA

Coordinated learning operations, performance support, and facilitator logistics for utility teams, building early expertise in adult learning, assessment, delivery, and program follow through.

- Scheduled blended learning sessions and maintained participant records, supporting reliable delivery across distributed utility teams.
- Assisted **instructional design** projects using **Camtasia** and InDesign, producing clear performance support materials for employees.
- Compiled learner feedback and attendance data, helping program owners identify follow up needs and content gaps.
- Supported **leadership workshops** with facilitator preparation, room coordination, and participant communications for smooth execution.
- Documented **process changes** and job aids, helping employees apply new procedures after training sessions.
- Partnered with supervisors on performance discussions, connecting learning activities with daily work expectations.

PROJECTS

Enterprise Leadership Development Framework 📅 2023

Created a practical framework connecting leadership workshops, mentoring, coaching, workplace assignments, and evaluation measures. Leaders gained clearer development paths and facilitators received consistent delivery guidance.

Blended Learning Transfer Program 📅 2021

Built a blended learning approach using distance learning modules, live sessions, follow up activities, and manager conversations. Participants received stronger support for applying new skills at work.

LEADERSHIP & AWARDS

- Recognized by executive sponsors for translating workforce findings into practical organizational development recommendations.
- Selected by learning peers as a trusted resource for facilitator coaching, workshop design, and program evaluation.
- Received leadership appreciation for guiding teams through policy and technology change with clear follow up.

EDUCATION

Master of Science in Organizational Development

Virginia Commonwealth University 🎓 GPA: 4.0 📅 2016 📍 Richmond, VA

Coursework: Adult learning, organizational assessment, leadership development, program evaluation

Bachelor of Science in Human Resource Development

James Madison University 🎓 GPA: 4.0 📅 2014 📍 Harrisonburg, VA

Coursework: *Human resources, instructional design, performance management, organizational behavior*

CERTIFICATIONS

- Prosci Change Management Certification 📅 2021
- ATD Instructional Design Certificate 📅 2018

TECHNICAL SKILLS

- **Learning Management Systems:** Cornerstone, LMS reporting, learner records
- **Instructional Design Tools:** Articulate Storyline, Adobe Captivate, InDesign
- **Media Production Tools:** Camtasia, GoAnimate, virtual learning
- **Learning Methods:** Adult learning, distance learning, blended learning
- **Organizational Assessment:** Workforce assessment, team assessment, performance assessment
- **Leadership Development:** Leadership workshops, mentoring, coaching
- **Change Management:** Prosci, change readiness, stakeholder adoption
- **Program Evaluation:** Evaluation surveys, transfer measures, performance indicators
- **Facilitation Methods:** Team sessions, problem solving, critical function development
- **Delivery Formats:** In person delivery, telework, hybrid delivery

PROFESSIONAL AFFILIATIONS

- Association for Talent Development, professional member focused on instructional design and adult learning.
- Society for Human Resource Management, professional member engaged in organizational effectiveness and workforce development.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST