

# ELIZABETH CASTAÑEDA

Leader of Learning and Development

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## Skills

Global Program Management  
Adult Learning Methodologies  
Needs Assessments & Analysis  
Strategy Development  
Change Management  
Instructional Design  
Curriculum Design  
TED Trained  
Design Thinking  
Relationship Building  
Inclusion and Diversity  
Leadership Development  
Facilitation and Coaching  
Program/Product Management

## Education

Masters Elementary Education  
Certified Teacher  
Northern Arizona University  
Flagstaff, AZ  
  
Bachelor Interdisciplinary Studies  
Arizona State University  
Tempe, AZ

## Professional Summary

Innovative and results-driven, learning and development leader with 15+ years of progressive experience driving organizational performance through strategic learning and leadership initiatives on a global scale. Demonstrated expertise in developing and implementing transformative learning programs, forging strategic alliances, and collaborating with cross-functional teams to achieve critical business objectives. Proven ability to lead and inspire high-performing teams, manage budgets effectively, and deliver measurable results.

## Professional Experience

### Sr. Program Manager, Amazon Stores Learning & Development 2020 - 2025

Led global negotiations training and enablement strategy for 4,000+ Vendor Managers across Amazon's worldwide consumer organization. Design and implemented comprehensive learning programs that drive measurable improvements in capabilities and business outcomes. Architecting a multi-modal training curriculum.

- Trained 2,500+ Vendor Managers in US between 2021-2024, maintaining a 92% workshop effectiveness score.
- Drove 93.4% compliance rate (+8.4% YoY) for NA Stores across core programming (+45.4% over 5 years).
- Developed and delivered leadership, coaching, and joint business strategy programs for 100+ front line and leader of leaders, resulting in a 4.7 out of 5 effectiveness score.
- Enhanced program efficiency with strategic program mechanisms to lower drop rates and drive a 72% workshop occupancy rate (+34% YoY).
- Created and implemented global branding strategy with guidelines, facilitation scripts, and standardized training materials ensuring a standardized approach.
- Scaled global training delivery to established and emerging markets including EU, JP, BR, MX, AU, SG, UAE, Saudi Arabia, Egypt, and South Africa regions leading 50+ Train the Trainers worldwide.

### Manager, Learning and Development, Loews Hotels & Co., Orlando, FL, 2019-2020

Collaborated with resort executives and senior leadership to identify learning needs, develop and implement solutions that drive business results. Managed and facilitated on-site training offerings and process for more than 5,000 hotel Team Members across eight resorts. Partnered with resort leadership to conduct consultations, aligning learning strategies with workforce needs to optimize business outcomes.

- Increased secret shopper score from 88% to 91% (+3) within 6 months, through collaborative action planning with senior leaders for two hotels to consistently meet and exceed company standards.
- Increased Guest Satisfaction Index (GSI) scores by 6% points and employee satisfaction (ES) by 20% points leveraging consultative approach and talent development strategies.
- Coached and supported senior leaders to prepare 70+ employees for the opening of 1,000+ room Universal's Endless Summer Resort.

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## Technical Skills

Synthesia Ai Video Creation  
Success Factors LMS  
Cornerstone LMS  
SAP Business Objects Reporting  
Sales Force/Oracle Siebel CRM  
Microsoft (MS) Office +  
Qualtrics  
Distributed Sending  
LinkedIn Sales Navigator  
Adobe Connect/WebEx/Zoom  
Workday & Workday Learning

## Certifications

Certified Teacher  
TED Trained Master Class  
#IAMRemarkable Facilitator  
Remarkably, 2024  
Korn Ferry A360 Debrief  
Korn Ferry, 2023  
Neuro Color Facilitator  
Neuro Color, 2022

## Professional Development

TED Corporate Advisory Group  
ATD (Association for Talent Development) Central Florida  
Member Since 2013  
CHART (Council of Hotel and Restaurant Trainers)  
Member since 2013  
Masie Learning Consortium  
Member from 2012-2025

## Professional Experience

- Developed and launched company Diversity and Inclusion strategy, supporting business results that identified opportunities for an inclusive workplace.
- Designed and implemented complex learning solutions using various delivery modes, examples:
  - Project managed new employee onboarding strategy for to ensure a structured onboarding experience with consistency to drive retention.
  - Facilitated product simulation experience with feedback sessions for frontline and leaders resulting in teams consistently meeting and exceeding standards.

### Groups Training Manager, Disney Destinations, Celebration, FL 2012-2019

Forged and fostered strategic alliances, partnerships, and vendor relationships with goal of supporting Aulani, Vero Beach, and Disneyland Resort Sales, Services, and Events training. Developed instructional design content and implement learning strategy for new content roll-out and continued learning experiences for employees. Consult with more than a dozen business units, conduct learning needs assessments, leveraging various levels of Kirkpatrick evaluations, to create strategic plans for learning curriculum surrounding professional development, leadership development, and sales tools that align with business goals.

- Implemented B2B LinkedIn Sales training strategy, increasing lead/account acquisition and creating \$2M in opportunities within 6 months, while saving 3hrs of labor per person per week.
- Led and developed 20 facilitators delivering 2,700 hours of instructor lead training (ILT) impacting 900+ employees including on-boarding.
- Administrator within Learning Management Systems (LMS) managing items, training curriculum, assessments, scheduled offerings, and reporting.
- Designed learner centered content and facilitated training for 500+ learners in person and virtually for over a dozen subjects across 60+ classes, including travel.
- Engaged in consultative approach to identify organizational learning needs, leveraging data to design and implement strategy for 500+ employees in marketing, sales, and events team domestically.
- Developed and managed mentorship program as VP of Hispanic Employee Resources Group resulting in 30% promotion rate and scaling program to more than 100 employees across all segments and additional affinity groups.

**Earlier engagements include:** Elementary School Teacher • Disney Meeting Resort Sales Coordinator • Disney Imagination Campus Facilitator • Target Financial Sr Representative • Mervyn's California Visual Specialist • Music Masters Private Music Instructor