

Contact

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Top Skills

Adult Learning Theory

Organizational Development

Business Relationship Management

Certifications

Change Management for Generative AI

Generative AI Assistants Specialization

Trustworthy Generative AI

ChatGPT for Project Management: Execution, Tracking, Success

ATD Change Management Certification

Publications

Doctoral Dissertation: The Experience Of Individual Contributors In Fortune 500

Corporate Cultures: A Narrative Inquiry Of Identity Construction And Sensemaking of Organizational Discourse

Kirsten Czupryna, Ed.D.

AI-Informed Adult Learning Strategy + Instructional Design + Organizational Consulting + Workplace Change and Learning Project Management

Newport, Rhode Island, United States

Summary

I am an experienced learning strategist and organizational consultant specializing in end-to-end corporate Learning and Development (L&D) solutions. As an AI strategy partner, I help clients incorporate AI tools and technologies to enhance critical thinking, decision-making, and productivity while adhering to rigorous standards of trustworthiness. I am ATD-certified in Change Management and Project Management.

Experience

Kirsten Czupryna, LLC

Learning Strategist and Organizational Consultant

April 2021 - Present (4 years 7 months)

Learning strategist and organizational consultant to leading corporate training organizations, including:

Hilton Hotels & Resorts

Learning Strategy Consultant and Project Manager - Digital Platforms

May 2025 - Present (6 months)

As a Sweetrush, Inc. contractor partner, provide strategic consulting, learning project management, and content creation services within Learning and Development (L&D.) Support learning content development and implementation for product management and technical teams across Hilton's digital property engagement platform (PEP.)

Hilton Hotels & Resorts

Learning Program Manager - Learning Technology and Customer Experience

April 2023 - February 2025 (1 year 11 months)

As a SweetRush, Inc. contractor partner, lead customer experience (CX) and technology-focused training projects from initiation through delivery—ensuring solutions are user-centered, on time, and aligned with business

goals. Collaborate closely with instructional designers, stakeholders, and subject matter experts to design and develop digital learning experiences that drive adoption of new tools and technologies.

Intuit

Project Manager, Turbo Tax Expert Support

April 2024 - October 2024 (7 months)

As a Cape Talent contractor partner, managed resource planning, forecasting, and project execution for Whatfix implementations for Intuit's B2B, B2C, and Salesforce user groups. Utilized Wrike project management software to create, assign, track, and report on project deliverables. Oversaw offshore Digital Adoption Platform (DAP) team to ensure alignment with project goals and timelines.

SHRM

Learning Project Manager

January 2023 - March 2024 (1 year 3 months)

As a Sweetrush Inc. contractor partner, provided project management oversight for the SHRM Foundation's "Employer Collaborative Skilled Credentials At Work" pilot initiative. Defined project needs, established timelines, scoped work, and identified key stakeholders and subject matter experts. Managed stakeholder and SME relationships throughout the project lifecycle, while monitoring pilot training timelines, conducting outreach, and offering support to participants. Coordinated with marketing teams to manage campaign and internal enablement timelines. Managed cross-functional workstreams, facilitated Communities of Practice (CoPs) and regularly reported progress to the extended team and stakeholders.

Fidelity Investments

Senior Instructional Designer

December 2021 - October 2023 (1 year 11 months)

As an ELB Learning contractor partner, consulted with stakeholders to recommend learning and performance improvement solutions for FidelityMADE, a talent development program supporting career transitions from non-technical to technical roles. Partnered with internal SMEs to scope training needs, identify gaps, and define KPIs. Designed custom learning experiences and developed measurable training using a blended VILT/self-directed learning model, incorporating real-time engagement through mentoring, business unit interaction, and case studies. Deliver live, asynchronous, and instructor-led workshops.

Northwestern Mutual

Senior Instructional Designer

September 2021 - February 2022 (6 months)

As a Performance Development Group (PDG) contractor partner, designed, built, and iterated an online coaching and mentoring program for high-performing insurance advisors. Built modules to reinforce collaboration and leadership behaviors. Recommended learning solutions to stakeholders based on analysis of qualitative and quantitative data; designed branched learning pathways to accommodate diverse roles. Monitored the development of project deliverables and implemented course corrections as needed to align with business objectives. Managed stakeholder and subject matter expert relationships throughout the project lifecycle.

Vanguard

Senior Instructional Designer

April 2021 - September 2021 (6 months)

As a Randstad contractor partner, designed and developed a strategic 2021 training initiative aimed at enhancing crew members' experimental thinking and consulting skills. Drove the development of multiple curriculum tracks by defining project needs, establishing timelines, and identifying stakeholders and SMEs. Created and obtained sign-off on the project charter from stakeholders. Designed and developed measurable training using a VILT/self-directed learning model, incorporating real-time engagement through mentoring, business unit interaction, and case studies. Monitored progress against project timelines, making adjustments to align with business needs, and provided recommendations for ongoing content maintenance and program scalability based on post-implementation feedback.

CVS Health

Talent Management Advisor

September 2018 - September 2021 (3 years 1 month)

As Learning and Development workstream lead for CVS Health's Finance Transformation program:

Conducted stakeholder analysis to support efficient project planning and communication throughout the project lifecycle. Provided recommendations based on comprehensive needs assessments to identify performance gaps and inform learning strategies. Evaluated qualitative and quantitative data to assess the effectiveness of learning solutions and strategies. Offered internal consulting on change management processes and designed solutions that

leveraged a variety of adult learning modalities to drive successful adoption and implementation.

Fidelity Investments

Instructional Design Consultant

November 2006 - August 2017 (10 years 10 months)

Created performance support solutions for the Personal and Workplace Investing (PWI) business function:

Conducted needs assessments with business partners to scope training requirements, design and developing instructor-led and blended training programs for sales foundation training, relationship management, and product positioning. Facilitated in-person and virtual train-the-trainer sessions. Conducted after-action reviews, oversaw curriculum revisions, and maintained strong relationships with business partners throughout the project lifecycle. Designed evaluations and confidence surveys to assess the effectiveness and impact of training programs.

ELB Learning

Voice Over Artist

May 2014 - July 2017 (3 years 3 months)

Provided professional voice-over services for clients including Amazon, Fresh Market, Arthur Andersen, and PayPal. Collaborated with the ELB team to ensure scripts were recorded to client specifications and delivered within established timelines.

Suffolk University - Sawyer Business School

Instructional Technologist, Blackboard Course Management System Implementation

May 2005 - September 2006 (1 year 5 months)

Collaborate with faculty to imagine, design, and deliver course materials and activities for blended and fully online business school courses at the undergraduate and graduate levels: Administered the course management system (Blackboard®) and led the Instructional Technology training program. Created learning modules and tutorials in various media formats and managed synchronous and asynchronous participation through virtual meetings and discussion boards.

Education

Northeastern University

Doctor of Education - EdD, Organizational Leadership and Communication

Suffolk University

Master of Science - MS, Adult and Organizational Learning

University of Massachusetts Boston

Master of Education - MEd, Counseling Psychology

Emerson College

Bachelor of Fine Arts - BFA, Professional Writing and Publishing