

Gina Aliberti

Instructional Designer | eLearning Developer | Learning & Development Specialist

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SKILLS

Accountability, Articulate Storyline/Rise, Attention to Detail, Coaching, Collaboration, Cybersecurity, eLearning, Facilitation, Instructional Design, Integrity, Leadership, LMS, Needs Analysis, Onboarding, Problem Solving, Project Management, Reporting Analytics, SharePoint, Teams, Time Management, Well Said Labs, Zoom

SUMMARY

Results-oriented and driven LXD professional with 15 years of experience across all facets of learning, design, facilitation, onboarding, LMS (Learning Management System) administration, client enablement and leadership. Recognized for delivering measurable results, strengthening cross-functional partnerships, and building scalable learning programs that improve performance, compliance, and client satisfaction.

EXPERIENCE

PCMS Senior Learning and Development Specialist

Remote

[Mistras Group](#)

04/2021 - 10/2025

- Delivered 100% of projects on time by collaborating with stakeholders to define milestones, scope, and timelines.
- Designed and developed 10 eLearning modules annually using ADDIE, improving learning effectiveness and supporting business and compliance goals.
- Managed LMS operations and partnered with internal teams to deliver, track, and report on eLearning, improving accessibility and ensuring accurate, audit-ready data.
- Executed the launch of PCMS University, centralizing learning assets and increasing delivery efficiency by an estimated 50%.
- Founded an API-compliant certificate program for clients and field employees to standardize training and credentialing.

Client Implementation Specialist

Hybrid

[Safeguard Properties](#)

02/2019 - 11/2020

- Designed and implemented a client onboarding program that increased system adoption by 30%, measured through system reporting and account manager feedback.
- Resolved complex customer issues, contributing to a 10% increase in new client retention.
- Facilitated virtual system training for 50 clients annually (avg. 15 attendees), achieving a 95% satisfaction score based on post-session surveys.
- Built relationships with 20 new banks, credit unions, mortgage companies, and real estate investors each week.
- Monitored the e-commerce platform daily to ensure orders, payments, and customer inquiries were processed accurately and on time.

Senior Training Specialist

Valley View, OH

[Safeguard Properties](#)

10/2006 - 02/2019

- Developed 12-15 instructor-led and eLearning courses annually, using ADDIE to support operational, compliance, and service initiatives.
- Conducted 60 classroom sessions and 50 webinars annually for frontline employees, clients, and field service providers nationwide.
- Led training and needs analysis for onboarding 25 new clients per year, ensuring smooth transitions and system adoption.
- Managed three system launches for employees, clients, and field service providers.
- Produced three compliance and service-change videos per quarter to support timely communication and adoption.
- Sustained 100% data accuracy by managing SharePoint libraries and Cornerstone LMS, maintaining version control, curriculum updates, and audit-ready records.
- Teamed with seven Training Specialists, building strong relationships with business partners and clients across an organization of 1,700 employees and 100 financial institutions, mortgage companies, real estate investors, and field service providers.
- Acted as a mentor to one training specialist per year on instructional design methodologies, facilitation techniques, and curriculum development.

Instructional Designer

Canton, OH

[Timken](#)

01/2006 - 10/2006

- Applied ADDIE to develop SAP training materials, simulations, and performance tools during a six-month implementation.
- Partnered with consultants and SMEs (Subject-Matter Expert) to analyze manufacturing workflows, reducing process errors by 15%.
- Created coaching guides, presentations, and walkthroughs to improve clarity and learner comprehension.
- Trained SMEs on instructional techniques, increasing engagement and retention compared to prior SME-led sessions.

EDUCATION

Cuyahoga Community College

TRAINING / COURSES

Civil Treatment for Employees

ELI

Leadership Curriculum

DDI

Civil Treatment for Managers

ELI

Targeted Selection

DDI