Cobalt Courtwright

Organizational Development Specialist

Refreshingly unique change and learning strategies, built to nurture everyone's potential.

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WHAT I BELIEVE

People first.
Because empowered, supported, and trusted people build a strong culture.
Strong, healthy cultures build long-term success.

WHO I AM

Meaningful organizational development starts with honest conversations that uncover performance gaps and build practical pathways to sustainable growth. When accessibility and inclusion are baked into every process, everyone has the tools they need to excel. I focus on highly applicable training—delivered only when necessary—within psychologically safe environments. By transforming difficult conversations into collaborative solutions, I ensure human potential directly drives the organizational mission.

WHAT I'M LOOKING FOR

Organizational and employee development, onboarding, and system-building roles, especially hybrid positions in public colleges and city, state, and federal agencies, where the work creates lasting change.

HOW I WORK

Analysis to Assessment

Needs analysis, surveys and audits, training evaluation, and program evaluation that show what is working and what is in the way.

Learning & Career Development

Onboarding and ongoing training programs built from the ground up, curriculum and instructional design, competency pathways, skill progression, role readiness, coaching, and mentoring.

Team Building & Facilitation

Master facilitation, improv, mediation, difficult conversations, psychological safety, cross-functional communication, and stakeholder trust-building.

Process Improvement & Change

SOPs, knowledge bases, workflow design, change support, and project coordination that help people navigate complex systems with less confusion and wasted time.

EXPERIENCE

2025–PRESENT
Coaching & Learning Innovation

Academic Counselor University of Phoenix **2026–Present**

- Coach adult learners from diverse cultural, socioeconomic, and educational backgrounds on academic and career goals.
- Strengthen learner motivation, persistence, time management, and goal-setting within complex institutional systems.
- Lead high-stakes, trust-based conversations centered on access, retention, and learner success.
- Serve as new hire ambassador, observing new teammates' work and giving formative, coaching-style feedback.

AI Learning & Development Specialist Trainer (Contract) Cobalt Creative Collective **2025–Present**

- Design learning workflows, training prompts, and behavior libraries that improve AI accuracy, reliability, and context retention.
- Develop evaluation criteria for AI-generated outputs and refine weaknesses through targeted training cycles.
- Apply ethical, human-centered learning principles to emerging technology training environments.

2022–2025
Public Sector Learning

CHWI Certified Training Specialist (Remote) University of New Mexico **2023–2025**

- Delivered onboarding and continuing-education programs for 150+ learners annually across statewide cohorts.
- Developed curriculum incorporating competency pathways, leadership modules, and applied learning labs.
- Facilitated virtual, hybrid, and asynchronous learning sessions with demonstrations and simulations.
- Built and maintained centralized SharePoint documentation hubs to support access and consistency.
- Facilitated learning for diverse audiences with attention to accessibility, cultural context, and psychological safety.

Senior Student Enrollment Associate University of New Mexico **2022–2023**

- Provided high-volume remote support via phone and chat for prospective and returning students.
- Guided individuals through complex, multi-department workflows and systems.
- Documented detailed CRM notes to ensure continuity, equity, and clarity of support across teams.

2015–2019
Systems & Service

Customer Experience Manager The Broken Token **2015–2019**

- Developed SOPs, onboarding materials, and training structures to improve new-hire readiness and performance.
- Implemented Zendesk workflows, macros, and knowledge base documentation.
- Trained customer service teams on communication, troubleshooting, and service standards.
- Managed B2B and B2C relationships and coordinated national trade-show operations.

1998 ONWARD
Corporate Training

Senior Training Specialist Nextel Communications **[years]**

- Built an entirely new modular onboarding program from the ground up, designing the curriculum and delivering it to new hires.
- Supported career-path readiness and leadership initiatives, and mentored junior trainers.

Lead Training Specialist Abacus / DoubleClick **[years]**

- Led technical onboarding for national B2B SaaS clients, reducing training time by 50 percent.

WHERE IT BEGAN
Teaching & Performance

English, Speech & Drama Teacher Roaring Fork High School **[years]**

- Coached award-winning teams in debate, speech, and performance.
- Facilitated student learning across communication, critical thinking, and self-expression.

ALONGSIDE
Wellness Practice

Founder, O.B. Relaxed Stress Management Training & Personal Development **[years]**

- Founded and operated a long-running wellness and personal development practice serving individuals and groups.

EDUCATION & CREDENTIALS

M.A., Organization, Information & Learning Sciences

University of New Mexico | Expected Dec 2026

Concentration: Adult Education & Career Development, Organizational Learning Certificate

Coursework: Adult learning theory and andragogy · Organizational learning · Systems thinking · Team development and facilitation · Mentoring and adult career development · Training and development design · Program evaluation · Consulting and project management · Leading organizational change · Culture and global eLearning

Graduate Studies, Alternative Dispute Resolution

University of Denver

Coursework: Conflict analysis · Negotiation theory · Mediation techniques · Facilitating difficult conversations · Dispute system design

B.A., Communication, Magna cum laude

Regis University

Coursework: Communication theory · Rhetoric and persuasion · Facilitation of dialogue · Organizational communication · Communication ethics

CERTIFICATIONS

Master Facilitator Certification
AJ & Smart Facilitation School, 2025

Project Management Certificate
UNM Continuing Education, 2024

Certified Process Improvement Specialist
Six Sigma Global Institute, 2024

TOOLS

Canvas · Blackboard · Articulate · Microsoft 365 · SharePoint · Asana · Teams & Zoom · Qualtrics · Zendesk

CREATIVE PRACTICES

Improv for Learning & Teams

Facilitator · 10 years

The art of improv to build confident, supportive teams.

Learn the power of yes, and- the emotional trust fall that transforms teams and empowers individuals.
Using my background in theater, comedy, and therapeutic Improv to make hard conversations safer to start and easier to finish.

2YIV: The Way of Your Inner Voice

Creator 6 years

Unlocking leadership potential through creative and philosophical framework centered on finding your personal process to lead and develop others

Based on The Artist Way – a reframing that uncovers, unsticks, and moves people forward

CAPSTONE

Survey-Audit-Enhance: Inclusive Language in Onboarding [Organization] **Fall 2026**

- Developed a Survey-Audit-Enhance framework for integrating inclusive language into onboarding and on-the-job training.
- [Your role and responsibilities]
- [Outcomes or intended outcomes]
- Skills developed: [list]