THUVAN "VAN" PHAM

INSTRUCTIONAL DESIGNER

CAREER OBJECTIVE

Skilled Instructional Designer with extensive knowledge in research, analysis, learning theories, and design principles. Aiming to leverage my skills to successfully fill a designer position that allows me to flex my creative skills.

CONTACT

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🌐 LinkedIn: Van Pham

SKILLS & ABILITIES

- Application of the ADDIE model in the development and implementation of training and workshop exercises
- Implementation of design theories to create attention-grabbing, interactive, and engaging learning experiences
- Communication of information and ideas across all organizational levels, able to translate complex and/or technical information for the intended audience
- Ability to quickly learn and master new technologies/processes and apply diverse methodologies to approach challenging issues
- Management of sensitive records in accordance with the Federal Privacy Act
- Computer Software Skills: Microsoft Office Suite including Visio and Publisher, Adobe Creative Suite (Illustrator, Photoshop, etc.), Adobe Captivate, Camtasia/SnagIt, Articulate 360 Suite

EXPERIENCE

Instructional Designer II

Navy Federal Credit Union – Vienna, VA

September 2017 – Present

- Plan, execute, and maintain a caseload of design projects affecting multiple Business Units
- Maintain project documentation throughout the life cycle of the project including schedule, training deliverables, storyboards, process maps, etc.
- Conduct Needs Analysis to provide learner-centered training recommendations based on research and available data to Business Units to satisfy training needs
- Reimagination of the learner-experience in the classroom for increase in learner retention
- Coordination with internal stakeholders, up to and including executive leadership, to determine best course for audit finds and training solutions
- Work as an individual or in a team setting to accomplish goals
- Design learner-centered training, activities, job aids, and engagement opportunities to assist the Real Estate Lending department and their clients

- Evaluate the implementation of training to determine effectiveness and drive improvement efforts
- Participate in a business development program to realign resources with company strategic goals
- Coordinate with internal Organizational Development Consultants to develop a workshop session for departmental Vision/Mission statement
- Work on additional tasks outside the scope of Instructional Design in order to fulfill organization needs
- Provide peer review of work by team members for validation and opportunities for improvement
- Act as mentor to new team members, providing guidance on design processes, internal processes and procedures to facilitate success
- Act as stand-in supervisor when direct leadership is unavailable
- Plan and coordinate professional development opportunities for the team (Team Buildings, DiSC, Creative Share, Collaboration Roundtables, etc)
- Design and assist in the facilitation of quarterly leadership engagement meetings

Mortgage Processor III
Navy Federal Credit Union – Herndon, VA
February 2015 – September 2017
- Acted as Supervisor for team when leadership was unavailable
- Analyzed individual applications submitted for federal compliance issues as well as company overlays regarding RESPA, TILA, Privacy Acct, ECOA, FCRA, and HMDA for predatory lending guidelines
- Trained new processors on loan process
- Counseled members on different loan types and products specific to needs and characteristics of loan
- Reviewed and analyzed credit reports for inconsistencies relevant to loan approval
- Reviewed files to ensure all documentation met regulatory and investor requirements
- Facilitated daily team huddles and team building activities
- Provided mentoring to new team members transitioning from other departments or joining NFCU from other organizations

Document Control Specialist
Aerotek Contractor: Aeras – Rockville, MD
October 2013 – October 2014
- Monitored and maintained Standard Operating Procedures (SOPs) and training file systems; ensuring accuracy, quality, and data integrity
- Performed data entry and processing in QA, including the conversion of physical files to digital archives and control of file distribution
- Conducted document audits to identify and correct inconsistencies in accordance with regulations

- Leveraged internal resources to communicate with department directors and distribute approved documentation

Human Services Specialist
Aeroteck Contractor: FEMA – Winchester, VA
November 2012 – March 2013
Handled disaster survivor cases by registering, verifying, and recording information/claims in accordance with the Privacy Act. Made determination of assistance by analyzing inspector data and results.

Teaching Assistant
James Madison University – Harrisonburg, VA
August 2011 – May 2012
As a teaching assistant, I learned how to plan, prepare and facilitate lessons to provide learners with a memorable learning experience using engaging exercises and hands-on experience.

EDUCATION
James Madison University – Master of Education (2021)
- Concentration: Educational Technology
- Graduate Portfolio: http://thuvanpham.weebly.com/
- Master's Research Thesis: The Effects of Branching Videos on Consumer's Real Estate Lending Transaction Decisions

James Madison University – Graduate Certificate (2017)
- Focus: Educational Technology

James Madison University – Bachelor of Science (2012)
- Major: Anthropology and Biology

Real Estate Lending: Journey Into Leadership Program (2020)
- Six-month development program designed to engage aspiring future leaders by introducing them to leadership principles and philosophies
- Participants were paired with current leaders for mentorship throughout the program

ATD Professional Conference (2020)

DevLearn Digital Learning Experience Professional Conference (2020)

ACKNOWLEDGEMENTS & AWARDS
Exceptional Member Service – 2016 First Quarter Mortgage Production Awards
Exceptional Member Service Team Award – June 2015, October 2015, January 2016, October 2016