



VIVIAN KRAUSE

Learning Solutions Architect

CONTACT

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SKILLS

- Talent Development
- Performance Management
- Workflow Optimization
- Project Management
- Stakeholder Engagement
- Curriculum Design
- Facilitation
- Instructional Technology
- Gamification
- Technical Writing
- Needs Analysis and Assessment
- Evaluation

EDUCATION

2008 **General A.A**
Pensacola Junior College
Dean's List four Semesters
Phi Theta Kappa

2010 **B.A Communication Arts**
University of West Florida
Dean's List four Semesters

2022 **Technical Writing
Certification**
University of West Florida

2025 **Instructional Systems &
Learning Technologies MS**
Florida State University

I specialize in designing and leading strategic learning initiatives that blend instructional design, performance improvement, and professional development. With a Master's degree in Instructional Systems and Learning Technologies from Florida State University, I bring a research-informed and people-centered approach to workplace learning and development. My leadership experience spans cross-functional project management, stakeholder consultation, and mentoring, with a strong emphasis on workforce upskilling, onboarding, and development. By combining analytical thinking, creative vision, and operational expertise, I design inclusive learning ecosystems that elevate both people and performance.

EXPERIENCE

Navy Federal Credit Union *February 2018 - Present*

Learning Solutions Architect | Security Trainer II | Fraud Investigation I

- Led operational training strategies across departments, aligning learning solutions with organizational performance goals and business priorities.
- Mentored team members and new hires through ongoing coaching, performance feedback, and structured growth paths.
- Collaborated with business leaders to assess learning needs and identify performance gaps to enhance curriculum design.
- Project management experience in working and participating in cross-functional, multi-dimensional teams and projects.
- Developed scalable learning solutions aligned with business objectives and performance metrics, contributing to long-range curriculum strategy.
- Conduct needs analysis on strategic requests, making recommendations for less complex analysis, and providing solutions to support business objectives.
- Applied qualitative and quantitative data analysis to assess training efficacy and drive continuous improvement in L&D programs.
- Leveraged advanced knowledge of Navy Federal operations and financial industry practices to guide organizational learning strategies.

TRAINING | DEVELOPMENT

- Built trust and rapport across teams to foster collaborative learning environments and inclusive training delivery.
- Developed and maintained strategic partnerships with leadership to align development initiatives with business needs.
- Facilitated learner-centered training experiences supporting professional growth and upskilling.
- Designed and implemented operational training methods for procedural, technical, and soft skills for different job roles.
- Introduced gamified training elements into onboarding to increase learner engagement and retention.
- Proficient with designing, organizing, and implementing methods of operations for multiple job functions including procedural, technical, and soft skills.
- Communicated effectively across all organization levels, translating technical insights into accessible learning solutions.

DESIGN | MULTIMEDIA

- Designed eLearning modules, gamification elements, instructional aids, and slide decks using tools such as Articulate Suite, PowerPoint, and Canva.
- Created graphics, layouts, and visual content with platforms including Photoshop, Adobe Express, Publisher, and Silhouette Studio.
- Developed and executed communication and PR campaigns to support training engagement and learner outreach.
- Contributed to marketing and growth strategy plans through targeted messaging and visual storytelling.