SASHA GILBERT

CUSTOMER EXPERIENCE | TRAINING & DEVELOPMENT | OPERATIONS | ADMINISTRATION

Surgoinsville, TN • 423.367.5457 • sashagilberttn@gmail.com • MBA

PROFESSIONAL PROFILE

Versatile business and education professional with experience spanning **customer service, training, adult learning, recruiting, operations, insurance, and remote work**. Brings the unusual combination of high-volume contact-center experience, classroom and online instruction, regulated-industry communication, candidate screening, small-business operations, and digital content development. Known for learning new systems quickly, translating complex information into practical next steps, resolving problems calmly, and building trust with customers, learners, and colleagues.

CORE EXPERTISE

- Customer Service & Customer Care
- Administrative & Operations Support
- CRM & Documentation
- Regulated / Confidential Information
- Training & Facilitation
- Recruiting & Candidate Screening
- Conflict Resolution
- Process & Policy Communication
- Adult Learning
- Call Center / Contact Center
- Project Coordination
- Remote Work & Digital Collaboration

PROFESSIONAL EXPERIENCE

Founder & Educational Content Developer | Open Your Bible with Sasha

Aug 2025 - Present • Remote

- Lead content strategy, research, writing, editing, website development, audience communication, and multi-platform project coordination for an independent digital education initiative.
- Translate complex source material into clear, accessible educational content while maintaining accuracy, consistency, deadlines, and quality standards.
- Manage projects from concept through publication, coordinating research, content calendars, digital assets, website updates, and community engagement.

Team Leader & Licensed Insurance Agent | Virtual Financial

2021 - 2025 • Remote

- Guided clients through insurance products and complex financial information while maintaining accurate records, confidentiality, compliance, and consistent follow-up.
- Used Salesforce, CRM systems, Microsoft Office, HubSpot, and ActiveCampaign to support customer communication, documentation, campaigns, and workflow management.
- Created and supported a multi-stage candidate recruiting process, including sourcing, screening, interviewing, advancement decisions, onboarding support, and coaching.
- Performed field underwriting and needs assessment, resolved customer questions, and explained products, requirements, and next steps in practical language.

Online ESL Instructor | Online Education Providers

2015 - 2021 • Remote

- Delivered live online instruction in a technology-based environment, adapting lessons to learner needs and communicating effectively with students, families, and program teams.
- Managed a high-volume remote teaching schedule independently while documenting learner progress and adapting quickly to changing platforms, policies, and procedures.

Adjunct Professor | Killian Community College & Colorado Technical University - Sioux Falls Campus

2004 - 2010

- Taught Human Resource Management, Supervision, Business Writing, Economics, and graduate-level Project Management to adult learners.
- Designed and facilitated classroom, online, and hybrid learning using Blackboard, Moodle, and Canvas; evaluated performance and provided actionable feedback.

ADDITIONAL EXPERIENCE

Owner / Director | Learn n Play Daycare

2011 - 2015

- Managed day-to-day small-business operations, family communication, records, compliance requirements, billing-related communication, purchasing, and service delivery.

Customer Retention Specialist | Citibank, N.A.

2001 - 2004

- Handled high-volume inbound customer calls, investigated concerns, explained policies and options, negotiated solutions, and documented interactions accurately in a structured contact-center environment.
- Worked with sensitive financial information while balancing service, retention, compliance, and performance expectations.

Outbound Sales Representative | Gateway Computers

1996 - 2001

- Provided consultative telephone sales and customer support for computer products, identifying needs, explaining technical options, and guiding purchasing decisions.

EDUCATION

Master of Business Administration (MBA)	Colorado Technical University
Bachelor of Business Administration (BBA)	University of South Dakota
Doctoral Coursework - Educational Administration / Higher Education (ABD)	University of South Dakota

PROFESSIONAL DEVELOPMENT & CERTIFICATES

The ADA and Employment (Title I) | New England ADA Center | Oct 2026 • Certificate of Completion

BUS301: Human Resource Management | Saylor University | Oct 2026 • 24 course hours | 2.4 CEUs | 96%

PRDV230: Create a Workplace Conflict Resolution Policy | Saylor University | Oct 2026
13 course hours | 1.3 CEUs | 95.83%

TECHNOLOGY

Microsoft Office • Salesforce • HubSpot CRM • ActiveCampaign • SAP exposure / implementation environment • Blackboard • Moodle • Canvas LMS • Google Workspace • Remote collaboration platforms • AI productivity tools

ADDITIONAL BACKGROUND

Healthcare: Prior Certified Nursing Assistant experience during undergraduate studies, including patient care, confidentiality, and healthcare procedures. **Professional strengths:** Rapid technology adoption, clear written and verbal communication, research, documentation, customer advocacy, training, and cross-functional problem solving.

TARGET ROLES

Training Specialist • Learning & Development • Customer Service • Customer Success • Administrative Coordinator • Operations Coordinator • Recruiting Coordinator • HR Coordinator • Client Services • Insurance Service • Banking Support • Project Coordinator • Contact Center • Remote Customer Care