

# Karene Gibbs

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## Customer Success Manager/Trainer

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Client-focused and dynamic professional with a diverse career in education, marketing, and consulting ensuring customer success. Adept at fostering relationships with key customer stakeholders, soliciting regular feedbacks, and responding proactively to establish a strong business relationships and effective communications. Stellar record of offering a superior customer experience including proactively addressing needs and providing high-level recommendations for unique customers. Demonstrated excellence in designing and developing trainings and materials; managing administrative tasks across training platforms; hosting webinars, workshops, or live, online, training sessions for virtual team members. Plan and lead multiple programs; monitor program outcomes and provide proactive recommendations to customer and stakeholders to continue successful student/program outcomes.

- Key Account Management
- Quality Customer Service
- Business Relationships
- Zoom training/scheduling
- Customer Satisfaction & Retention
- Contracts & Requirements Management
- Problem Identification & Resolution
- Microsoft suite/outlook
- Staff Training & Leadership
- Project/Program Management
- Strategic Planning & Analysis

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## Career Experience

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**Home Care Aide Instructor DSHS Approved**, Spokane Community College, Walla Walla Community College October 2019 to August 2020

Collaborate with students to deliver guidance on properly helping patients with activities of daily living, including bathing, feeding, medication assistance, peri-care, and dental care.

- Achieved 95% students passing grade in achievement tests; enabled students to advance to grade two.
- Accomplished 100% customer sales satisfaction on eBay by selling multiple products.
- Honored as one of the 65 students in Washington state selected for All Washington State academic team scholarship.

**Online ESL Teacher**, ABC Tutor (ITUTOR Group), Online Taiwan 2016 to 2017

Developed lessons for business adults, young learner, and teenagers to improve professional skills. Devised progress report for each student after each class and evaluated performance.

- Devised and submitted reports in a prompt and timely manner.
- Received 98% of student rating for excellent teaching methods.
- Secured company's money by finishing teaching assignments in the given time.

**Freight Associate**, Home Depot, College Place, Washington State 2015 to 2017

Conducted training for new associates on how-to stock shelves and use store phones to do jobs effectively.

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**Home Care Aide**, Senior Life Resources, Walla Walla, Washington 2014 to 2015

Led medication administration and assisted seniors with medications, eating, dressing, and social activities. Completed light to general housekeeping; transported clients to scheduled doctor's appointments, grocery runs; and reported daily to supervisors in regard to client's health.

**Cashier**, Safeway Rose Street, Walla Walla, Washington 2014

Interfaced with customers to ensure delivery of great customer service while accepting cash, credit cards, and checks as payment for processing. Scanned, bagged and loaded purchases; processed cash; verified customer ages for alcohol and tobacco purchases; and managed daily till opening and closing procedures. Helped with stocking and merchandising to maximize sales and provide a pleasant shopping experience.

**Office Manager**, Hadwick Insurance, Milton Freewater Oregon 2013

Developed efficiency-enhancing workflow/process improvements that made it possible to accommodate increasing responsibilities necessitated by staff reductions. Produced sales of one million dollars per year at the peak of the business in insurance, hired and managed employees, and established business relations with insurance companies. Handled all purchasing, inventory, and contract negotiation with vendors as well as assisted with Human Resources duties including new hire packets.

**Customer Service Web Support/Loan Servicing**, Sykes Enterprises, Milton Freewater Oregon 2013

Serviced auto loans for clients and helped solve technical issues for clients. Manage multiple complex accounts monthly assigned to handling final modification approvals and generating modification documents for loans in mediations, litigation, foreclosure and bankruptcy. Performed significantly above operational performance quality by conducting thorough research and resolving escalated inquiries as delegated by management.

Additional Experience: **Entrepreneur**, Fushiongold Manager, Online Ebay | **In-Home Care**, Valerie Golding, Donna Viario, Ontario Mississauga Canada, Senior Life Resources | **Lead Teacher**, Spanish Town Primary, Portmore Jamaica | **Instructor**, Community Colleges of Spokane | **Cashier**, Safeway | **Freight Associate**, Home Depot

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## Education

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**MASTER TEFL** | 2019 – Present, BRIDGE TEFL

**ASSOCIATE IN REGISTERED NURSING** | 2017 – 2019, WALLA WALLA COMMUNITY COLLEGE

**CLINICAL ROTATION NURSING** | 2019, PROVIDENCE ST. MARY

**MASTER OF BUSINESS ADMINISTRATION** | 2016, LOUISIANA STATE UNIVERSITY

**PERSONAL TRAINING** | 2013 – 2014, AMERICAN COUNCIL ON EXERCISE

**BACHELOR OF SCIENCE** | 2008, WESTERN CAROLINA UNIVERSITY

Major: Middle School Education | Minor: Early Childhood Education | Related coursework: Writing a paper on how language from an early stage affects learning and speech.