

Sarah Gross

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Communications Specialist

Exceptional writer, editor, and team leader seeking to leverage wide-ranging communication expertise in a new challenge. Proven record of engaging diverse digital and print audiences and increasing web traffic through strong creative and technical writing and concise editing. Natural leader with eye for process improvements and quality assurance (QA), managing high-performing teams through streamlined onboarding, performance review, and professional development. *Core competencies:*

Professional Writing (Nonfiction, Technical, Journalism, Grants) | Content Development | Social Media Management | User/Audience Engagement | Digital Communications | Revision | Editing & Proofreading | Team Leadership | Onboarding & Training | Cross-functional Collaboration | Marketing | Client Relations

Professional Experience

JEWISH FEDERATION OF GREATER PITTSBURGH | Marketing Associate Temp **Aug 2022 – Present**

- Inherited client management for 12+ ongoing projects, maintaining multiple schedules and meeting strict deadlines.
- Generating Facebook traffic by learning Adobe InDesign and Canva and creating sample advertising campaign designs.

KIAVI | Training Specialist / Post Closing Specialist **Nov 2021 – Aug 2022**

- Promoted from temporary administrative worker to full-time specialist auditing and reviewing high-profile loans.
- Increased onboarding efficiency by creating and implementing 3-week training and shadowing timeline for new hires.
- Led new hire 1:1 training sessions covering review process for mortgages, title company packages, and high-profile loans.
- Facilitated FAQ training sessions on handling mortgage documents for 12 existing employees.
- Eliminated document shipping and storage backlog. Prevented future issues by digitizing physical documents, developing Excel spreadsheet to improve shipping accuracy/efficiency, and leading team training on new processes.

MANPOWER | Email Customer Service Supervisor **Jul 2020 – Oct 2021**

- Accepted team leadership responsibilities for PA government program within 3 months of hire.
- Partnered with fellow email supervisors to streamline assignment delegation, support, and disciplinary processes within remote environment.
- Grew team from 16 to 21 email writing representatives within 1 year.
- Managed team's written content, QA, and business administration.
- Ensured team consistently met QA objectives (85%+) throughout tenure.

SAMPSONIA WAY | Head Social Media Editor / Assistant Editor **Jan 2019 – Jan 2020**

- Founded and managed [City of Asylum's nonprofit magazine](#) social media team.
- Spearheaded organization's social media outreach efforts, increasing site traffic and audience engagement.
- Wrote and scheduled weekly posts and stories for Instagram, Facebook, and Twitter.
- Interviewed writers in residence, including Ross Gay and Sam Sax.
- Published Q&A pieces in partnership with editorial team.

UNIVERSITY OF PITTSBURGH WRITING CENTER | Writing Tutor **Aug 2018 – Dec 2019**

- Supported college students 1:1 with writing projects, including assistance with grammar, clarity, and detail development.

Education

UNIVERSITY OF PITTSBURGH | Bachelor of Arts (BA) in English, Nonfiction Writing (*magna cum laude, Dean's List*)

- Earned additional Certificate in Public & Professional Writing.
- Awarded English department grant for exceptional editorial work.
- Selected as teaching assistant for *Reading in Contemporary Nonfiction* course.
- Served as freelance writer for *The University Times*, including interviewing, article development, revision, and editing.