



Shalom Wilburn

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Shalom is a dedicated employee benefits professional with over 20 years of experience in designing, implementing, and ensuring the compliance of comprehensive employee benefits programs. Before joining USAA in 2017, she honed her skills in team leadership, employee benefits administration, and regulatory compliance, managing complex projects and navigating intricate legal landscapes. At USAA, Shalom leads the Employee Financial Wellness program, prioritizing the long-term financial security of employees and their families. Her team manages crucial programs, including the 401(k) and pension plans, health benefits, and leave policies. A proud USAA member for over 20 years and a former personnel sergeant in the U.S. Army, Shalom is committed to upholding USAA's strong values and contributing to its continued success. She holds a master of jurisprudence degree in labor and employment law from Tulane University, a bachelor of arts degree in business management from Howard University, and both the CEBS® and CCP designations.