



Gabrielle Steinacker

Project Support Associate, Catamaran

Position with Firm

2023–present **Project Support Associate, Catamaran.** Provides support to project managers and clients through project management tools and monitoring. Drafts, edits, and formats deliverables for the client while adhering to the appropriate style guide. Maintains the Catamaran technical assistance website through WordPress.

Previous Professional Experience

2022–2023 **Customer Service Representative I, Sweetwater Sound,** Fort Wayne, Indiana. Answered Amazon, eBay, and Reverb inquiries and basic gear-related questions. Managed internal communications as well as reroutes, reships, pulls, and returns. Aided customers with time of delivery, product availability, invoices, quotes, and service orders.

2022–2022 **Customer Service Representative, Sweetwater Sound,** Fort Wayne, Indiana. Handled high-volume in-bound calls while modifying customer records. Assisted customers in navigating online accounts and website-specific inquiries.

2022–2022 **Marketing Intern, Artlink,** Fort Wayne, Indiana. Measured, hung, and laid out artwork for various exhibitions. Formed a marketing campaign strategy to engage lapsed members. Created posters, infographics, emails, and newsletters to send to members.

2021–2021 **Counselor, Lochearn Camp for Girls,** Post Mills, Vermont. Designed and implemented daily lesson plans and activities for different groups. Identified and resolved various personal and public issues of campers and staff. Created a safe and welcoming culture through positive relationships with campers.

2020–2021 **Receptionist, StoryPoint,** Fort Wayne, Indiana. Maintained documentation at the front desk for an audit trail of visitor and resident logs. Was the primary point of contact for residents and their families.

Education **Purdue University Fort Wayne, BA in English with a concentration in Digital Literacy**

Awards

- Hollander Award for Excellence in Professional Writing, 2023