

# Gabrielle Holloway

## PROFESSIONAL PROFILE

Enthusiastic, motivated, and creative professional with specific focus on Writing, Artist Management, Talent Recruitment, and Project Management in both the digital and traditional spaces.

## EDUCATION

**Full Sail University**, Winter Park, FL

**Bachelor of Arts in Creative Writing**

November 2023

- Coursework included: Storytelling in the Entertainment Business, Game Writing, Publishing and Distribution, Script Writing Techniques, and Transmedia Writing.

## ACADEMIC EXPERIENCE

**Video Game Guide (Creative Writing Final Project)**

July 2023 - November 2023

- Wrote and scripted a game story, including an industry guide for Technical Writing specific in simple detail, created and included a single player instructional chart.
- Created company logo and created a tag line.
- Conducted and documented Internet competitors research, analyzing strengths and weaknesses, and created an html document.
- Created a website portfolio for my personal brand as a professional Freelance Writer.
- Created a logo using Canva and Adobe Spark.
- Created a video presentation to upload on social media.

**Transmedia Writing**

May 2023 - November 2023

- Authored and published a book of short stories.
- Created a story bible of the book and characters.
- Wrote a press release to send to local press and radio.
- Created online marketing campaign, delivering, editing, and monitoring of published account, and will use insights from posts to evolve strategy for S.E.O.

## PROFESSIONAL EXPERIENCE

**Teleperformance Services**, Reno, NV.

**Account Representative/CVL**

**August 2021 - January 2022**

- Established and maintained lasting relationships with customers for Bank of America as the clients by constantly communicating effectively via 50 incoming calls per day.
- Used Outlook email with additional instructions for banking needs to understand their needs and meet the accordingly to their auto loan and online banking app needs.
- Used Shared Services for training and database queries for FAQs.
- Magellan database to look-up auto loan contracts and customer documents.

Concentrix Services, Greenville, SC.

**Customer Service Agent**

**June 2020 - August 2020**

- Trained, tested, and certified in Apple products and services.
- Intake of 40 calls daily for new and current iOS customers.
- Followed query of frequently asked questions in Shared Services for updates and changes to policies.
- Answered and exceeded quota for follow-up calls weekly, resulting in 85% close rate for issues.
- Used SharePoint for MacOS and Windows updates.

## SKILLS, ACTIVITIES & INTERESTS

- Excellent communication - written, verbal and presentation – and problem-solving skills.
- Capable of effectively building relationships and successfully collaborating with teams
- Deadline driven and able to multitask.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, etc.) and Microsoft Power Point and Pages
- Researcher of peer reviewed articles for report documentation.
- Creator, owner, and contributor to blog posts for my personal brand.
- A.I. enthusiast.

*\*More than 3 years of experience upon request.*