



# GABE TAYLOR

he/they

## CONTACT ME

**PHONE**  
314.221.8084

**EMAIL**  
gabe.v.taylor@gmail.com

**WEB**  
www.gabevtaylor.com

**LOCATION**  
Chicago, IL

## PROFESSIONAL SKILLS

Adobe Photoshop	<div style="width: 80%;"></div>
Adobe Illustrator	<div style="width: 75%;"></div>
Adobe Indesign	<div style="width: 85%;"></div>
Microsoft Word	<div style="width: 90%;"></div>
Microsoft Excel	<div style="width: 85%;"></div>
MS PowerPoint	<div style="width: 90%;"></div>
Google Suite	<div style="width: 85%;"></div>
Baked Goods	<div style="width: 80%;"></div>

## EDUCATION/AWARDS

2023  
STARs Community Design Board-  
Community Programming  
*Opportunity @ Work*

2022  
STARs Community Design Fellowship  
*Opportunity @ Work*

2021  
Anti-Racist Theatre  
A.R.T. (Nicole Brewer)

2021  
Intimacy Direction (8 hrs)  
*Theatrical Intimacy Education (Laura Rikard,  
Kaja Dunn)*

2018 Cohort  
Rising Leaders of Color  
Theatre Communications Group

2012-2014  
Scriptwriting  
Webster University

2012-2014  
Theatre Education  
Southern Illinois University Edwardsville

## OVERVIEW

Highly creative, empathetic, and solution-oriented generalist with experience in SaaS customer success, people management, recruiting, diversity & inclusion initiatives, design thinking, basic HTML/CSS, SQL, PHP, and NoCode tool comfort. WordPress development, content creation (written + video production), leadership, event planning and management, event production and direction, public speaking, business development; a resourceful problem solver with a love for tech founded in a theatre and DEIB background.

## PROFESSIONAL EXPERIENCE

Sep 2022- present  
Donut | Remote

### Customer Success Advocate

Instituted operational improvements to increase customer retention rate and reclaim over \$25k in MRR from delinquent and churned accounts in first four months. Ideation on Customer Experience processes and participated in documentation of institutional knowledge. Focus on creation of scalable processes for customer engagement and implementation of the Donut app, including webinars, email and bot campaigns, and segment targeting while acting as a customer resource for pre-enterprise valuable accounts.

Jan-Jun 2022  
Superhuman | Remote

### Onboarding Specialist | Allyship Lead

Onboarded over 450+ customers to Superhuman and made workflow recommendations as a productivity content expert. Co-lead of Allyship ERG; provided community content in response to world events. Strategized a broader DEIB strategy for Superhuman led by the Allyship team including external programming, internal training, and opportunities for engagement for a variety of stages in allyship journeys. Began planning for creation of a Neurodiversity ERG, including resource library, community support & mutual aid resources.

Mar 2017-Dec 2021  
Less Annoying CRM | St Louis, MO

### CRM Coach | I.D.E.A Lead

Primary point of contact for customers; provided detailed account consultations and onboarding. Serve as consultancy based sales resource to assist customers in making a CRM decision, act as VOC advocate in internal meetings, shared \$3 mil ARR book of business with 25,000+ user base. Leadership experience in diversity, equity, inclusion, and accessibility of a team with two direct reports. Used results from a company engagement with an external DEI firm to implement creation of ERGs, an employee-led DEIB committee, and multiple learning opportunities. Skills in change management during audits of performance plans and advocacy for leadership training of people managers, centering an anti-racist framework for feedback and performance rating.

Oct 2014-Dec 2017  
Webster University | Webster Groves, MO

### Department Representative | Academic Advising

First point of contact on departmental service account, addressing student and extended site policy questions; plan and execute social media plan; responsible for supervision, recruitment, and hiring of student workforce; call center reception, clerical work, and led a project to digitize 30+ years of student files.

2012-2015  
Sweet Katie Bee's | Lead Barista  
O'Fallon, IL

2015-2021  
Equally Represented Arts | Associate Artistic Director  
St. Louis, MO

2015-2020  
Theatre Nuevo | Co-Artistic Director  
St. Louis, MO

2012-2015  
New Line Theatre | Resident Stage Manager  
St. Louis, MO

2013-2014  
St Lou Fringe | Artist Services Chair  
St. Louis, MO

2011-2012  
SIU Edwardsville | Resident Advisor  
Edwardsville, IL