

Arsany Emad Bektor Gaber



21/10/2002



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Smouha, Alexandria

LANGUAGE

- Arabic (Native)
- English (C1)
- Spanish (A2)

EXPERTISE

- Management Skills
- Communication & Creativity
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership & Teamwork
- Sales Expertise
- CRM Utilization

EDUCATION

Faculty of Medicine Alexandria University

- Bachelor's degree in medicine and surgery
- Class of 2025

Interntional General Certificate of Secondary Education (IGCSE)

- Pioneers International School
- Class of 2020

EXPERIENCE

Executive Assistant at Goldbar Training LLC (Feb 2025 - Present)

- Managed client communications, scheduling, and daily operations for a real estate agent, ensuring smooth workflow and timely follow-ups.
- Utilized CRM platforms and dialer systems to support lead generation and track progress across multiple campaigns.
- Coordinated marketing efforts for listings in various Wisconsin markets, contributing to increased outreach and client engagement.

Customer Care Representative at Concentrix Egypt (Feb 2024 - October 2024)

- Customer Care Representative at Concentrix EG, handling the Comcast account, where I managed a wide range of technical, billing, and sales inquiries.
- This role enhanced my problem-solving abilities, communication skills, and capacity to deliver exceptional customer support in a fast-paced environment.
- Consistently ensured customer satisfaction by efficiently resolving issues, providing tailored solutions, and maintaining a professional, customer-centric approach

Founder and CEO of Mystery Jersey EG (November 2022 - September 2023)

- Founder of Mystery Jersey EG which involved selling mystery boxes containing football kits. A bold idea that was brand new to the Egyptian market at time
- Successfully managed the business from A to Z, overseeing product sourcing, marketing, sales, and customer service.
- This venture achieved enormous success, showcasing my entrepreneurial skills, strategic planning, and ability to drive growth in such industry

Telemarketing Representative at Proper Business Solutions (Jan 2021 - May 2021)

- Worked as a telemarketing agent where I honed my communication and persuasion skills while effectively engaging with clients to promote products and services.
- Enhanced my ability to handle high-pressure situations, manage customer inquiries, and maintain a results-driven approach

Assistant Pharmacist at London Pharmacy Smouha (Jan 2020 - March 2020)

- Gained practical experience and developed strong skills in medication dispensing, patient counseling, and inventory management.
- This role enhanced my knowledge of pharmacological therapies and improved my ability to communicate effectively with patients and healthcare professionals.
- Provided me with valuable insights into the day-to-day operations of a clinical pharmacy setting

VOLUNTEER WORK

- **Trainee Doctor 57357 Hospital for child cancer, Cairo, Egypt.**
- **Child Service at Virgin Mary Church, Smouha. contributing to the development of children through teaching, mentoring, and organizing activities**

DIGITAL SKILLS

- Microsoft Office : Word, PowerPoint and Excel
- Electronic health record keeping
- Medical billing
- Frontend and Backend programs
- Excellent utilization of CRM tools