

# Danny Gebran

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Mobile: 083 1999841 – Location: Dublin

+10y experience as Graphic Designer working for agencies on a variety of projects for commercial and corporate clients. Collaboration on projects for branding, marketing, sales at multiple levels of an organisation. Web design experienced and awareness on UX research and implementation. Detail oriented. Focused on team and business performance.

## WORK EXPERIENCE:

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### **Mar-2022 / To Present | Cartrawler | Customer Care Advisor**

- Providing an excellent standard of customer experience by working objectively as part of the Customer Care team recommending ways to improve the customer experience.
- Handle customer care and sales enquiries from customers across Cartrawler channels, including webchat, telephone, email, social media and future channels
- Maximize up-sell & cross-sell opportunities through customer contact to increase revenue

### **Aug-2018 / To Present | DID Electrical Ireland | Sales and Customer Service**

- Guiding customers and helping to ensure their needs are satisfied promptly and efficiently.
- Engaging with purchasing and logistics to complete orders on time.
- Adding value to customers orders by up-selling premium insurance plans.

### **May-2018 / Jul-2019 | Dyson Ireland | Dyson Expert**

- Identified and categorised sale leads according to Dyson solutions.
- Train and educate customers on Dyson products benefit and after-purchase care.
- Elevated brand awareness through compelling product demonstrations.

### **Mar-2017 / Apr-2018 | Digital Chief Ireland | Web Designer**

- Redesigned existing websites for responsiveness across devices.
- Visually improved website user interaction.
- Researched and troubleshoot website design issues to fix and improve results.

### **Mar-2014 / Jul-2017 | Hospitality Industry in Ireland | Barista, Sales Assistant, Keyholder**

### **Jan 2011 / Dec 2013 | Logo Store Ads Agency Venezuela | Graphic Design Lead**

- Created a wide array of signage and ads for businesses, charities and other organizations.
- Produced lettering, images and layouts as part of the customised design process.
- Lined out print measurements and specifications for production of billboards.

### **Jan 2006 – Dec 2013 | PC Marketing & Design Agency, Venezuela | Graphic Design Lead**

- Collaborated directly with clients to identify their needs, project status and outstanding issues.
- Implemented a systematic design process to improve team performance based on faster approval processes, criteria of design pieces and reduction of proofing cycles.
- Optimized visuals to maintain consistency on brand communications targeting user understanding and use of the product.

## **SUMMARY OF SKILLS:**

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Adaptability, Critical Analysis, Problem Solving, Research, Organisation, Proactivity.

Software: Magento, Zendesk, Office Suite, Adobe Suite, WordPress, basic front-end coding.

Languages: English (Fluent academically and professionally), Spanish (Native business level).

## **EDUCATION TIMELINE:**

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2018 | National College of Ireland, Dublin | Post-graduate studies, MSc in Marketing.

2004 | IUTIRLA | Business Administration Degree in Design and Marketing.

## **CERTIFICATES / COURSES. Independent education**

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To Present – Large variety of LinkedIn Courses.

2018 - Web Development HTML and CSS, Udemy.

2017 - Account Management Certification, Lynda.

2017 - B2B Sales and Negotiation Certification, Lynda.

2016 – AdWords Certification, Google.

2016 - Inbound Marketing Certification, HubSpot.

2016 – Social Media Marketing Certification, Hootsuite.

References available upon request.

## **VOLUNTEER EXPERIENCE**

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**2015 – 2016 | Marketing & Design Collaborator | Latinamerica.ie**

- Led an initiative to create this association aimed to lobby different Latin-American groups in Ireland.

**2011 – 2013 | Marketing & Design Collaborator | FUNDAHUG Breast Cancer Society**

- Created marketing campaigns and brand communications for this non-profit organisation.

## **INTEREST AND ACHIEVEMENTS**

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### **Social**

- Promoted a local youth association, organised events and outdoors activities.
- Created an edited a weekly newsletter for promoting events and updates.
- Performed different roles as a member of a community church group.

### **Fitness**

- Keen runner completed several 10k races and a half-marathon.
- Organised and led a hiking club of +50 members to mountain trips and waterfalls routes.
- Hike enthusiast. Achieved 6 and 8 days hiking journeys to mountains like The Roraima (3000 masl)

### **Personal Growth**

- Wellbeing and healthy lifestyle advocate, sustainability.
- Avid participant and self-learner for programming languages, online courses and forums.