

# GABRIEL CAMACHO-REID

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Bahamian National · No visa restrictions for remote contractor work · Available immediately

## PROFESSIONAL SUMMARY

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Operations and project coordination professional with four years of cross-functional experience spanning healthcare administration, customer operations, digital transformation, and data analysis. Led a full legacy-to-cloud migration for a multi-location medical practice, managed high-volume support operations across multiple channels, and delivered a documented data analysis project using PostgreSQL and R. Brings a composite perspective to project coordination: direct experience as a process user, technical implementer, operations manager, and client-facing stakeholder. Bilingual in English and Spanish (C2/C2) with professional translation experience across healthcare, financial services, and humanitarian domains.

## CORE COMPETENCIES

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- Project Coordination: Project lifecycle management; timeline and deliverable tracking; stakeholder communication; scope documentation
- Operations Management: Workflow design and optimisation; digital migration planning and execution; process documentation; SOP development
- Data & Analysis: PostgreSQL; R (OLS regression, PCA); advanced Excel (VLOOKUP, pivot tables, data modelling); reporting and dashboard preparation
- Automation: Make.com (webhook integrations, email parsing, conditional filtering, CRM data routing)
- Healthcare Administration: US insurance billing and pre-authorisation (Cigna, BCBS, UHC); HIPAA-equivalent confidentiality; patient records coordination
- Customer Operations: High-volume multichannel queue management; billing dispute resolution; escalation handling; KPI-driven performance
- Languages: English (C2); Spanish (C2); French (B1); Portuguese (A2)

## PROFESSIONAL EXPERIENCE

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### Freelance Educational Consultant

*Caribbean Gateway Consulting* · Remote | March 2026 – Present

- Develop and execute marketing strategies and lead generation campaigns for Caribbean students navigating international university applications
- Research and synthesise complex global admission requirements, scholarship opportunities, and application timelines into actionable client roadmaps
- Manage client portfolios, operating budgets, and cross-timezone communications independently
- Utilise AI tools (Claude, Gemini) for content analysis, prospecting, and workflow optimisation

### Cashier & Assistant Manager (Temp Placement)

*Crocs (Franchisee Portfolio)* · Nassau, Bahamas | January 2025 – April 2025

- Managed shift scheduling and real-time floor coverage across a multi-brand retail portfolio (Crocs, Ripcurl, Pandora)
- Coordinated with suppliers and delivery drivers to resolve inventory discrepancies and logistical delays
- Supervised high-volume retail operations in an international tourist hub; consistently outperformed peers in Units Per Transaction (UPT)
- Led end-of-shift reporting, daily financial reconciliations, and onboarding and training of new team members

### Front Desk Administrator & Patient Coordinator

*Easy Dental Care* · Freeport & Nassau, Bahamas | Seasonal 2021 – 2025

- Led the practice's full transition to a paperless system following a 2021 flood risk; designed digital folder structures and naming conventions for Google Workspace
- Migrated all physical records to cloud storage and trained staff on new digital workflows and record-keeping protocols
- Administered US insurance billing, pre-authorisation, and eligibility verification for Cigna, United Healthcare, and Blue Cross Blue Shield patients
- Managed all inbound practice communications, appointment scheduling, and records coordination across multiple locations

- Handled daily financial reconciliation and prepared weekly statements and monthly financial reports for practice management
- Maintained strict confidentiality standards for sensitive personal and medical information

### **Remote Administrative & Marketing Assistant**

*Art of Skin Dermatology* · Nassau, Bahamas | Year-round remote 2022 – 2025

- Provided year-round remote administrative support including patient correspondence, scheduling coordination, and operational follow-up
- Maintained digital filing systems and performed data entry and record updates with high accuracy
- Designed marketing collateral and wrote copy for email campaigns and social media using Canva

### **Sales & Customer Support Representative (Part-Time)**

*TELUS Mobility Canada* · Halifax, Canada | April 2023 – December 2024

- Managed high-volume inbound and outbound customer queues across phone, email, and live chat, maintaining top-tier resolution rates and customer satisfaction scores
- Resolved complex billing disputes, account corrections, and technical issues while adhering to strict data protection protocols
- Handled escalated cases and collaborated with technical and operations teams to resolve high-complexity customer friction points
- Trained peers and contributed to team knowledge-sharing and best practice documentation

### **Volunteer Translator (English–Spanish)**

*Translators Without Borders* · Remote | August 2021 – January 2023

- Translated written materials across healthcare, financial services, humanitarian aid, and technical documentation domains
- Applied project-specific style guides, translation memory frameworks, and rubrics consistently across concurrent assignments
- Managed multiple concurrent projects within defined deadlines in a fully remote, asynchronous international environment

## **PROJECTS & PORTFOLIO**

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### **NHS Health Inequalities Analysis (2011–2019)**

*Independent Research Project* · [nhsmortality.netlify.app](https://nhsmortality.netlify.app)

- Performed multivariate OLS regression and studentised residual testing to identify determinants of preventable mortality across English local authorities
- Combined NHS preventable mortality data with ONS Index of Multiple Deprivation domain scores and Census ethnic composition data
- Utilised PostgreSQL for data joining and transformation; R for statistical analysis and principal component analysis
- Full documentation and methodology published online

### **Selected University Coursework**

*Saint Mary's University* · Halifax, Canada · 2023–2025

Completed coursework prior to transferring. Relevant modules: Economics, Econometrics, Management, Commercial Law, Computer Applications, Psychology, Social Power Relations, Value Ethics.

## **EDUCATION**

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### **BA (Hons) International Business**

*Romanian-American University* · Bucharest, Romania · Commencing October 2026

### **Google Project Management Professional Certificate**

*Google* · Completed May 2026

### **New England Curriculum High School Diploma**

*Lucaya International School* · Freeport, Grand Bahama · Graduated May 2022

## **TOOLS & TECHNOLOGY**

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- Project Management: Google PM methodology; timeline and deliverable tracking; scope documentation
- Automation: Make.com (webhook triggers, conditional filtering, email parsing, CRM routing)
- Data: PostgreSQL; R; advanced Excel (VLOOKUP, pivot tables, charts, data modelling)
- CRM/Helpdesk: Freshdesk, Zendesk, Shopify
- Design: Canva (marketing materials, social media content)
- Communication: Slack, Google Workspace, Microsoft Office
- AI Tools: Claude, ChatGPT, Gemini (workflow optimisation, content analysis, prompt development)
- Web: Basic HTML/CSS, Netlify deployment

## LANGUAGES

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English Native (C2) · Spanish Native (C2) · French Conversational (B1) · Portuguese Elementary (A2)

## AVAILABILITY & TECHNICAL SETUP

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- Available immediately for full-time or part-time roles
- Comfortable with flexible schedules including evenings, weekends, and rotating shifts across EST, GMT, and CET
- Equipment: dedicated laptop, dual-monitor setup, USB headset, webcam, wired Ethernet 150 Mbps
- Quiet, professional home office in Tbilisi, Georgia
- Payment ready via Wise and Stripe for international contractor arrangements