

Hatem Ashraf Arafat

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Summary:

Dynamic and multilingual professional with a background in technical support, proficient in Semitic languages translation, and a keen interest in researching the Israeli-Arab conflict. Possessing strong communication skills and a proven track record of delivering exceptional support services. Seeking opportunities to contribute expertise in translation, technical support, and conflict research.

Education:

- Bachelor of Languages in Al-Alsun, Major in Semitic languages, Hebrew, Minor in French Ain Shams University, Faculty of Al-Alsun
 - May 2019
 - Graduated with distinction (Good)
- Hebrew & Yiddish & Aramaic and Customer Service success Courses
- AFAQ International Academy
- French Language Studies
- French Institute in Egypt
- Hebrew Courses
- Armed Forces Institute in Egypt
- Political Studies
- Nasser Higher Military Academy

Work Experience:

Senior Technical Support Specialist at Teleperformance Egypt June 2021 - Present

- Provide technical assistance and support for customers via phone, email, and chat channels.
 - Troubleshoot and resolve technical issues related to hardware, software, and network connectivity.
 - Collaborate with cross-functional teams to escalate and resolve complex technical issues efficiently.
 - Maintain detailed records of customer interactions and technical solutions provided.

- Diagnosed and resolved complex technical issues efficiently while maintaining high customer satisfaction

Medical Interpreter at One World Global Services

June 2024 – October 2025

- Provided real-time medical interpretation (OPI & VRI) between Hebrew, Arabic, and English for patients and healthcare providers
- Delivered services via platforms including Martti and Voyce, handling both scheduled and on-demand sessions
- Facilitated accurate communication in clinical settings such as consultations, diagnosis discussions, and treatment explanations
- Ensured strict compliance with confidentiality standards and medical ethics (HIPAA-aligned practices)
- Managed complex medical terminology with high accuracy and cultural sensitivity
- Maintained professionalism and clarity in fast-paced, high-pressure environments

Arabic Interpreter at CyraCom International

|Remote July 2024 – May 2025

-Provide accurate consecutive and over-the-phone interpretation between Arabic and English in medical, legal, and customer service settings.

- Facilitate clear and culturally appropriate communication while maintaining impartiality and confidentiality.
- Interpret complex conversations with a high degree of accuracy and professionalism.

Arabic & Hebrew Interpreter

Lingotec Language Solutions |Remote July 2026 – Present

- Provide Over-the-Phone Interpretation (OPI) and Video Remote Interpretation (VRI) in Arabic and Hebrew for healthcare providers, patients, and healthcare organizations.
- Facilitate accurate, impartial, and confidential communication in medical settings, including primary care, emergency medicine, specialty care, behavioral health, and pharmacy consultations.
- Interpret complex medical terminology while adhering to HIPAA requirements and the medical interpreter Code of Ethics.

Geopolitics Analyst International Crisis Group

Conducted in-depth geopolitical and conflict analysis focused on the Middle East and North Africa (MENA) region.

- Monitored political, security, and humanitarian developments using open-source intelligence (OSINT), official sources, and regional media.
- Produced analytical reports, risk assessments, and situation briefs to support policy research and conflict prevention initiatives.
- Evaluated regional trends, armed conflicts, and geopolitical developments to identify emerging risks.
- Collaborated with research teams to ensure analytical accuracy, data integrity, and timely reporting.
- Presented findings and contributed to strategic assessments for internal and external stakeholders.

Hebrew & Arabic Sales Representative (Phone, Chat & Email)

- ☐ Managed inbound and outbound sales communication in Hebrew and Arabic via phone, live chat, and email
- ☐ Sold products and services to Israeli customers, working directly with clients in Israel
- ☐ Built strong relationships with Israeli clients, ensuring high customer satisfaction and repeat business
- ☐ Converted leads into customers by presenting products/services clearly and persuasively
- ☐ Handled objections, negotiations, and follow-ups to successfully close deals
- ☐ Maintained accurate records of interactions and sales activities in CRM systems

AI and Data Analyst – Hebrew & Arabic& Yiddish on *Outlier & Oneforma Platforms*

- . Conducted linguistic data evaluation and AI response analysis in both Hebrew and Arabic.
- . Assessed user intent and verified AI-generated responses for accuracy, relevance, and linguistic correctness.
- . Tagged and annotated content across multiple domains, including general knowledge, conversational prompts, and specialized fields.

Virtual Assistant (Arabic & Hebrew)

- Delivered professional, culturally appropriate communication to diverse clients
- Supported businesses with day-to-day operations remotely and effectively
- Handled data entry, documentation, and online research tasks with high accuracy
- Handled sensitive financial information with confidentiality and ensured accuracy in client financial records

Hebrew Video Transcription & Subtitling Specialist

- creation for social media ads and various digital content.
- I specialize in creating concise, well-timed subtitles (3–5 words per line, 1–2 seconds each) across multiple platforms. I've worked with diverse clients in a freelance capacity, adapting to different styles and formats while maintaining quality and cultural relevance.
- Hebrew & Arabic Translator / Transcriber | OneForma (Centific) & Outlier Platforms

-I've been working with OneForma/Centific since October 2023 and am currently still engaged with them. I will make sure to update my resume accordingly to reflect this ongoing experience.

-Performed Hebrew and Arabic translation and transcription tasks, including linguistic data annotation, quality control, and localization for AI and content evaluation projects

● Freelance Hebrew & Yiddish and Aramaic Translator

- Various Freelance Websites
- Dates of Freelance Work
- Translate documents, websites, and other materials from Hebrew to English and vice versa.
- Ensure accuracy and consistency in translations while adhering to project deadlines.
- Communicate effectively with clients to understand their translation requirements and preferences.

Additional Experience:

- Reception Supervisor at Sea Horse Hotel *June 2018 - October 2019*

- Organizer at Cairo International Film Festival *November 2018*
- Organizer at WASHWASH Ceremony *January 2019*
- Actor at Alsun Cast *2017 - 2018*
- Hilton Taba and Al-Baroon Resort, Sharm El-Sheikh, Egypt *July 2019 - October 2019*

Languages:

- Hebrew: Excellent
- French: Good
- Arabic: Native/Bilingual Proficiency
- English: advanced
- Yiddish: Very Good
 - Aramaic: Very Good

• **References:**

Available upon request.