

Ahmed Bastawi

Instructor of UX/UI & Graphics

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Profile

I love to dig into customer problems, solve them with current technology & teaching new learners. I used to work for ITI as Graphic instructor vthen moved Qatar Airways and Apple as customer Relations with 10 years overall experience working for these great big companies around the world and back to teaching in UX/UI long with Graphic design.

Education

09/2006 - 5/2010	Bachelor of Social work	Aswan University
12/2012 - 3/2013	Graphic Design Diploma	ITI Institute
12/2020 - 3/2021	User experience Nanodegree	Udacity

Certified Graphic Instructor from Supreme Council of Universities













Completed Course

05/2021	Web Coding Certificate	Udacity
05/2021	Google UX Design Professional Certificate	Google through Coursera
06/2021	Responsive Web Design	Udacity
06/2021	Agile	ITIDA! - Udacity

Ongoing Course

Blender Skill-Share

Skills

 Photoshop	 Illustrator	 Adobe XD
 Indesign	 Figma	 InVision
 Ziplen	 Sketch	 HTML
 CSS	 Final Cut Pro	 Bootstrap

Certificates

shorturl.at/kmpY8 Google Cetificate

<https://confirm.udacity.com/LUVVYNGC> Udacity

Work Experience

10/2021-Present	TIEC Egypt Onsite-Aswan	UX/UI Instructor & Mentor <ul style="list-style-type: none">- Teaching learners the process of UX/UI & Essentials of HTML, CSS and Bootstrap- Mentoring & Supporting entrepreneurs participants
09/2021-Present	ITI Institute Onsite & Remotely	UX/UI & Graphic Instructor <ul style="list-style-type: none">- Teaching UX/UI- Teaching Graphic design- Agile Project Management (Photoshop-Illustrator-FlashAnimation-InDesign- Dream Waver)
06/2021-09/2021	FamWork Remotely-India	UX/UI Researcher <ul style="list-style-type: none">- I perform all of the user research and design activities on projects.
04/2021-08/2021	MiBolsillo Remotely-Brazil	UX/UI Researcher & Graphic Desinger <ul style="list-style-type: none">- I perform all of the user research and design activities on a project, & performing a user researcher, a designer & being responsible for certain activities.
12/2018 - 03/2021	Apple Distribution International Onsite-Ireland	Customer Relations <ul style="list-style-type: none">- The highest point of escalation for Apple customers.- Responsible for customer recovery and retention.- Work closely with different departments to ensure a successful resolution.
10/2016 - 11/2018	Qatar Airways Onsite-Qatar	Social Media Lead Agent <ul style="list-style-type: none">- Handling passengers inquires via social media.- Managing the reputation & coordinate actions.- Development of brand awareness and online reputation.
04/2015 - 10/2016	Qatar Airways Onsite-Qatar	Customer service Agent <ul style="list-style-type: none">- Sales skills certificate.- Certified Amadeus system user.- Baggage Handling procedures Certificated.
05/2014- 04/2015	ITI Institute	Graphics Instructor <ul style="list-style-type: none">- Teaching Adobe (Photoshop-Illustrator-FlashAnimation-InDesign- Dream Weaver)
12/2011 - 04/2015	Aswan University & Aswan culture Palace	Graphics & Microsoft office Instructor <ul style="list-style-type: none">- Teaching Adobe (Photoshop-Illustrator-FlashAnimation-InDesign- Dream Weaver)- Teaching Microsoft (Word-Powerpoint-Excel-Access)
12/2011 - 04/2015		Social Associations Activites <ul style="list-style-type: none">- Member of The General Touris Friend Association- Initiated of Friends of Archaeology Association- Participation with the work team to determine the needs in the villages of the Aswan Center for the Protection of the Nile River Sides Project, Funded by the Egyptian Red Crescent Society- Participated in conducting a Sprint research for 7 villages needs in Nasr El Nuba