

Ahmed Bastawi

UX/UI Researcher/Graphic Instructor

+201033440023

Ahmedbastawi@live.com

www.linkedin.com/in/ahmedbastawi

<https://www.behance.net/ahmedbastawi>



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 then 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
12/2013 - 3/2014	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	 WordPress	

Certificates

<https://coursera.org/share/ccfac1943a8ed5770ebbeaeefb130546> Google Cetificate

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

Work Experience

10/2021-Present

TIEC
Egypt

Onsite-Aswan

UX/UI Instructor & Mentor

- 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

- Teaching UX/UI
- Teaching Graphic design (Photoshop-Illustrator-FlashAnimation-InDesign- Dream Waver)

06/2021-09/2021

FamWork

Remotely-India

UX/UI Researcher

- I perform all of the user research and design activities on projects.

04/2021-08/2021

MiBolsillo

Remotely-Brazil

UX/UI Researcher & Graphic Designer

- 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

- 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

- Handling passengers inquiries 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

- Sales skills certificate.
- Certified Amadeus system user.
- Baggage Handling procedures Certificated.

05/2014- 04/2015

ITI
Institute

Graphics Instructor

- Teaching Adobe (Photoshop-Illustrator-FlashAnimation-InDesign- Dream Waver)

12/2011 - 04/2015

Aswan University & Aswan culture Palace

Graphics & Microsoft office Instructor

- Teaching Adobe (Photoshop-Illustrator-FlashAnimation-InDesign- Dream Waver)
- Teaching Microsoft (Word-Powerpoint-Excel-Access)

12/2011 - 04/2015

Social Associations Activities

- 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