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https://www.behance.net/ahmedbastawi



https://ahmedbastawiux.github.io/portfolio/



#### 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

Ahmed Bastawi

Instructor of UX/UI & Graphics

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

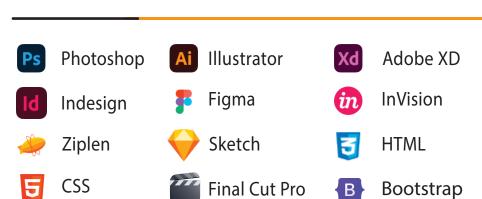
# **Completed Course**

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
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### Skills



## Certificates

shorturl.at/kmpY8

**Google Cetificate** 

https://confirm.udacity.com/LUVVYNGC

Udacity

### **Work Experience**

10/2021-Present **UX/UI Instructor & Mentor** - Teaching learners the process of UX/UI & Essentials of HTML, CSS TIEC Egypt and Bootstrap Onsite-Aswan - Mentoring & Supporting entrepreneurs participants 09/2021-Present **UX/UI & Graphic Instructor** - Teaching UX/UI ITI Institute - Teaching Graphic design Onsite & Remotely - Agile Project Managment (Photoshop-Illustrator-FlashAnimation-InDesign- Dream Waver) 06/2021-09/2021 **UX/UI** Researcher - I perform all of the user research and design activities on projects. **FamWork** Remotely-India 04/2021-08/2021 **UX/UI** Researcher & Graphic Desinger MiBolsillo - I perform all of the user research and design activities on a project, Remotely-Brazil & performing a user researcher, a designer & being responsible for certain activities. **Customer Relations** 12/2018 - 03/2021 **Apple Distribution** - The highest point of escalation for Apple customers. International - Responsible for customer recovery and retention. - Work closely with different departments to ensure Onsite-Ireland a successful resolution. 10/2016 - 11/2018 Social Media Lead Agent - Handling passengers inquires via social media. **Qatar Airways** - Managing the reputation & coordinate actions. Onsite-Qatar - Development of brand awareness and online reputation. 04/2015 - 10/2016 **Customer service Agent Qatar Airways** - Sales skills certificate. - Certified Amadeus system user. Onsite-Qatar - Baggage Handling procedures Certificated. 05/2014-04/2015 **Graphics Instructor** - Teaching Adobe ITI Institute (Photoshop-Illustrator-FlashAnimation-InDesign- Dream Weaver) 12/2011 - 04/2015 **Graphics & Microsoft office Instructor** - Teaching Adobe **Aswan University** (Photoshop-Illustrator-FlashAnimation-InDesign- Dream Weaver) Aswan culture Palace - Teaching Microsoft (Word-Powerpoint-Excel-Access) Social Associations Activites 12/2011 - 04/2015 - 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,

- Participated in conducting a Sprint research for 7 villages needs in

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Nasr El Nuba