

Ebrahim Mohamed

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SUMMARY

A professional with an unconventional career path, with a background in Classical Literature, UX/UI, and front-end development. skilled in empathy, problem-solving, and communication skills, abilities I now apply to help people effectively.

EXPERIENCE

UX/UI Designer

FreePL Logistics

February 2024 - April 2024, Cairo

- Collaborated with cross-functional teams to **redesign the company website and job application system**, making it easier for applicants to complete forms and track progress.
- Improved user satisfaction by streamlining the dashboard and communication workflow and addressing common customer pain points.
- Gained experience in clear communication, patience, and problem-solving while gathering feedback from diverse users.

UX/UI Designer

Alawwal Capital

December 2023 - January 2024, Remote

- Designed a mobile app that allowed Saudi citizens to **explore real estate and investment opportunities more easily**, focusing on **accessibility and clarity**.
- Provided **step-by-step guidance for non-technical users**, strengthening skills in **explaining complex information in simple terms**.
- Actively supported stakeholders, mirroring **customer support interactions** in understanding client needs.

Product Designer

Appedia Talent

September 2023 - November 2023, Remote

- Designed a mobile app for the Qatari employment platform aimed at **simplifying access to career resources** and integrating educational features for the Qatari citizens such as courses and **skill-building materials**, creating a clear and supportive journey for users to find opportunities and grow their skills.
- Contributed to the **business strategy** by helping plan a profit model through **paid courses** and a **rewards system** where users could earn points for discounts and purchases.
- Strengthened **customer-first thinking**, ensuring the app balanced **user needs** with **business goals**.

Data Entry

HeroNet Office

October 2020 - June 2023, Beheira

- Assisted walk-in clients with account and service-related issues, providing **professional front-desk support**.
- Balanced **multitasking** between administrative duties and direct client interactions, ensuring **timely issue resolution**.
- Learned how to stay **calm and empathetic** under pressure, building trust with customers.

EDUCATION

Bachelor of Arts

Damanhur University • Damanhur • 2023 • 3.1

CERTIFICATIONS

Life Skills Training Certificate

MBS Training Team • 2023

- Demonstrated my ability to communicate effectively, manage time, solve problems, and work well with others. These're key skills for providing excellent customer service and handling diverse customer needs.

COURSEWORK

Advanced User Experience Nanodegree

Udacity • 2023

Mobile Apps Development

YAT Learning Center • 2023

Introduction to Web Development

Udacity • 2022

SKILLS

Hard Skills: Customer Support, Client Communication, Data Collection & Analysis, Process Improvement, Reporting, Front Desk

Technical Skills: Email And Live Chat Management Systems, Microsoft Office Suite (Excel, Word, PowerPoint), Design Tools (Figma, Adobe Creative Suite), Basic Data Analysis Tools

Soft Skills: Empathy & Active Listening, Conflict Resolution, De-escalation, Adaptability & Quick Learning, Attention To Detail, Problem-Solving, Teamwork, Time Management, Patience & Stress Management

Languages: English (B2)