

Hend Ashraf

Project Designer

Giza EG

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PROFESSIONAL SUMMARY

Dynamic design professional with experience at Transcad, skilled in graphic design and project management. Proven ability to streamline processes and enhance client satisfaction through innovative design solutions. Proficient in Microstation and adept at collaborating with cross-functional teams to achieve project goals while maintaining high-quality standards.

Knowledgeable Graphic Design Intern with hands-on experience in creating visually compelling designs for digital and print media. Contributed to multiple successful design projects, enhancing brand identity and audience engagement. Demonstrated expertise in Adobe Creative Suite and collaboration with cross-functional teams.

EXPERIENCE

DESIGN ENGINEER | 08/2023 to Current

Transcad - Free Zone

- Streamlined the design process for increased efficiency by utilizing advanced CAD, Microstation software tools.
- Managed multiple projects 2D and, 3D, simultaneously while adhering to strict deadlines and maintaining a high level of attention to detail.
- Optimized existing designs, reducing production costs and enhancing overall performance.
- Addressed design challenges and evaluated alternative design modes to meet project requirements.
- Ensured quality control for all aspects of the project, reducing defects and rework.
- Coordinated cross-functional teams, fostering collaboration to achieve project goals.
- Improved communication among stakeholders through regular updates and meetings.

GRAPHIC DESIGN INTERN

- Used Adobe Photoshop, Adobe Illustrator, and Adobe Indesign to develop new design sets. Used 3D software blender Microstation.
- Designed graphics for logos and promotions for marketing purposes.
- Coordinated engaging multimedia content to build online presence and follower engagement.

- Partnered with clients to coincide with social and blog posts.
- Collaborated with the creative team to develop visually appealing graphics for various projects, resulting in increased client satisfaction.

CALL CENTER REPRESENTATIVE | 09/2022 to 01/2023

Xceed - Nasr, Egypt

- Handled customer calls professionally, effectively resolving complex issues and maintaining client satisfaction at all times.
- Managed high call volumes while providing exceptional customer support and maintaining a professional composure.
- Enhanced customer satisfaction by efficiently addressing and resolving inquiries in a timely manner.
- Reduced average call handling time, ensuring prompt service to customers while maintaining quality interaction.

EDUCATION

Agriculture Ain Shams University - Cairo, Egypt | Bachelor of Science in Plant Production Department (07/2022)

SKILLS

- Graphic design
- Illustration
- Image manipulation
- Digital design
- Project management abilities
- Microstation software

LANGUAGES

- English (Professional Working)
- Arabic (Native)