

# Nancy Basileus

UX/Graphic Designer

## Contact

### Phone

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### E-mail

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### LinkedIn

<http://www.linkedin.com/in/nancybasileus/>

### Portfolio

<https://www.nancybasileus.net/>

## Skills

Graphic Design

Adobe Photoshop

Photo editing

Adobe Illustrator

Interactive Design

Adobe Animate

Adobe After Effects

Adobe InDesign

Adobe XD

3D Design

Autodesk Maya

Unity

Web Design

Experienced graphic designer, passionate about creating interactive visual designs, with a diversified project portfolio, and a degree in Applied Arts and Sciences in Graphic Design.

## Work History

2020-03 - **Graphic Designer**

Current *Shoreline College, Shoreline, WA*

**Interaction designer/developer, Web designer/developer, Animate designer, graphic designer, photo editor, 3D designer.**

- Created digital image files for use in digital and traditional printing methods.
- Created broad range of work using various design techniques.
- Contributed design ideas in early planning stages with customers.
- Designed website layouts, templates and unique branded looks.
- Developed creative design for print materials, banners and signs.
- Developed display, marketing and packaging materials to support product branding strategies.
- Designed creative digital displays used in online advertising for local businesses.
- Employed design fundamentals when selecting typography, composition, layout and color in design work.
- Met with customers to present mockups and collect information for adjustments.
- Worked with clients to gather and define requirements, establish scopes and manage project milestones.
- Designed social media graphics and producing videos.
- Supported outreach staff with marketing materials and webinars.
- Provided live chat support to answer all inquiries from current and future students.

2018-01 – **Amazon Customer Service Associate**

2022-10 *AMAZON, Seattle, WA*

- Empathize with and prioritize every customer's needs with respect and patience while showing ownership and upholding company values.
- Resolve conflicts, determine customer needs, set appropriate expectations, and provide appropriate solutions for customers.
- Communicate clearly and concisely with both external customers and coworkers.
- Approach problems logically with good judgment to ensure the appropriate outcome for the customer.

2019-09 - **Passenger Service Agent**

2019-12 *BRITISH AIRWAYS, SeaTac, WA*

- Completed pre-boarding check-in procedures before passengers boarded flights.
- Assigned transport of special needs passengers including the disabled, parents with infants, and senior citizens.

Dreamweaver

HTML5

CSS3

JavaScript

User Interface (UI) design

User Experience (UX) design

Printing

Lighting Design

Microsoft Office 365

Microsoft Windows families

Mac OS

Technical support

Excellent customer service

Excellent communication

Detail oriented

Team player

Handle multiple tasks

## Languages

English

Arabic

- Coordinated timely delivery of baggage with ground handlers, and managed a log of unclaimed baggage.
- Oversaw ticketing, gate, and ramp services.

2015-06 -

### Customer Service Representative

2017-07

VODAFONE, Mansoura, EG

Vodafone owns and operates networks in 21 countries and has partner networks in over 40 additional countries. Its Vodafone Global Enterprise division provides telecommunications and IT services to corporate clients in over 65 countries.

- 24/7 call center representative for professional and technical support.
- Resolved calls efficiently and effectively.
- Exceeded service level in handling all transactions measured through productivity reports.

## Education

2020-03 –

**Associate of Applied Science: Visual Communication Technology** **GPA 3.88**

2022-06

*Shoreline Community College - Seattle, WA*

2011-09 -

**Bachelor of Arts: Egyptian Archaeology**

2015-07

*Mansoura University - Egypt*

## Certifications

2015-07

International Computer Driving License (ICDL)

2017-07

Web Design Certificate from Mansoura University

2021-08

VCT: Art and Design Foundation