

Rania Hany

UI/UX Designer

Email:

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Behance:

<https://www.behance.net/raniahany23>

LinkedIn:

<https://www.linkedin.com/in/rania-hany-b0256719a>

Languages:

Arabic **Native**

English **Advanced**

Skills:

Wire framing

Prototyping

User Flow

User Research

User interviews

Tools:

Figma

Adobe XD

Miro

Education:

UX Design @Google @Edraak

Communication Skills @ Institute of Vocation
Innovation of Abu Dhabi

H.R diploma @HCC

P.R training @Egypt Air academy

Understating:

HTML

CRM – Oracle

Personal information:

WhatsApp:

01010693269

Phone number:

01552635531

Interests:

Tennis – Reading

Learn languages

Learning about different cultures and history

Traveling

Experncie

Google student / UI – UX Designer

Project duration: **6 months**

Description:

Project Name : **The online flower shop (Mobile application)**

User research : (Surveys and face to face interviews to understand users' needs and how they feel regarding an application that offers such product - Competitive audit and analyzing data - Persona - Empathy map - User journey map - Ideating : creating story board and user flow for the track of the using the application .

Design and Testing: creating wireframes, Hi-fi designs and prototyping with conducting 2 usability tests to improve the design to become more usable.

Experncie

Google student / UI – UX Designer

Project duration: **8 weeks**

Description:

Project Name : **We design for you agency (Website)**

User research (Surveys - Competitive audit and analyzing data - Persona - Empathy map - User journey map - Ideating : creating story board and Site map

Design and Testing : creating wireframes , Hi-fi designs and prototyping with conducting 1 usability tests to improve the design to become more usable .

Work Experncie

CRM admin / NAFFCO Misr

From Feb 2021 to Aug 2022

Description:

Recording, updating and following up CRM Database
Performed troubleshooting of the reports to meet optimal level of performance in the CRM
maintaining excellent business relationships with clients
Identifying potential new business leads and growth opportunities in Egypt through researching the BNC and Global Data account.
Coordinating with Sales and marketing teams as required based on departmental actions
contacting with HQ to provide technical support to end users, diagnosing and resolve problems

Customer Service representative / Air France - KLM airlines (Raya rcc)

From May 2020 to Jan 2021

Description:

Handling customer's inquiries and requests.
Guide customers while using website and mobile applications.
Report any issue while using the website or application or even with customers claims.
Follow - up with customers all pending requests and complete payment.
Responsible of claims related to baggage department and contacting airports to track passenger's baggage.