



Muhannad Al-Khodari

Date of birth: 11/01/1991 | **Nationality:** Syrian | **Gender:** Male |

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WORK EXPERIENCE

16/05/2021 – CURRENT – United Arab Emirates

FRONTEND ENGINEER – ALPHAAPPS

- Full Time Job (in Damascus Office) -

Developing and designing user interfaces for web applications according to clients' requirements and needs.

Main programming aspects and languages used:

HTML, CSS, JavaScript, ReactJS

01/02/2021 – 30/04/2021 – Damascus, Syria

SOFTWARE DEVELOPMENT SUPERVISOR – EASTMED

- Full Time Job -

- Responsible for the full life-cycle of a software project or module, and an assigned team of developers.
- The "go to" man when it comes to developers.
- Works with the guidance of the Technical Manager and/or his Deputy, according to Scrum methodologies and practices.

Main programming aspects and languages used:

Oracle Application Express "APEX", HTML, CSS, JavaScript, VueJS

01/12/2016 – 31/01/2021 – Damascus, Syria

SOFTWARE DEVELOPER – SYRIATEL

- Full Time Job -

Developing software is not just about programming. We work side by side with business analysts, system analysts and testing specialist to deliver the final product.

As a software developer in Syriatel, I had the chance to analyze projects and develop their business. In some cases, I wrote the SRS documents myself.

Main programming aspects and languages used:

C#, ASP.Net, MVC, SqlServer, HTML, CSS, JavaScript, Angular

01/06/2020 – 31/07/2020 – Turkey

CONTENT WRITER – BORAQ GROUP

- Remote Part time job -

I worked on writing e-business content (mostly CRM and ERP related).

I also worked on translating introductory videos about Odoo (full CRM that covers all business areas).

04/2018 – 04/2019

CONTENT WRITER – FACTS MINE (منجم الحقائق)

- Remote Part time job -

Facts Mine is blog that brings a wide range of content to Arabic audience. It mostly covers education and entertainment aspects.

manjam.info

12/2014 – 09/2017

DIRECTOR AND CHIEF EXECUTIVE – ROBOTECH CLUB OF DAMASCUS UNIVERSITY

- Voluntary Part Time Job -

I am one of the founders of RoboTech Club of the Faculty of Mechanical and Electrical Engineering. It was founded for the development of robotics at Damascus University. I mostly worked on establishing a series of practical workshops, holding public lectures and organizing exhibitions of robotic projects.

03/2015 – 06/2016

ASSISTANT TEACHER – FACULTY OF MECHANICAL AND ELECTRICAL ENGINEERING, DAMASCUS UNIVERSITY

- Part Time Job -

I taught in the Robotic laboratory and the Algorithms and Data Structures laboratory. I also supervised on some students projects.

● **EDUCATION AND TRAINING**

03/2018 – 18/05/2020 – Damascus, Syria

MASTER DEGREE IN BUSINESS ADMINISTRATION – Syrian Virtual University

EQF level 7

01/09/2009 – 30/08/2014 – Damascus, Syria

BACHELOR OF SCIENCE IN ELECTRICAL ENGINEERING. DEPARTMENT OF COMPUTER AND AUTOMATION ENGINEERING. – Damascus University

Main Subjects: Programming, Computer Networks, Artificial Intelligence, Database, Microprocessors, Embedded Systems and Software Engineering.

Field(s) of study

- Computing

EQF level 6

● **DIGITAL SKILLS**

C,C++, C# | .NET, .NET Core, .NET Framework | HTML5/CSS, Javascript | Angular Js | Angular Framework | React JS | Redux | Vue JS | Vuex | Vue JS SSR | Next JS | Gatsby JS | Electron JS | System Analysis | Business Anlaysis | SQL/SQL Server

PROJECTS

06/2021 – CURRENT

Timbl - Restaurants Payments Insights System - @AlphaApps

<https://www.timblapp.com/>

Timbl provides restaurants with data insights that make running and growing their business a breeze.

It consists of three main components:

- Customer web app: Customers scan a restaurant QR code to launch the web app and connect to its POS and track their bill, add tips easily and pay when ready.
- Insights Dashboard: Users can view visually organized data captured from the web app, to track performance, interrogate data and know exactly what the best next action is to take.
- Management: Restaurants, Users, and Roles management.

02/2021 – 04/2021

Firnas (فرناس) - Aviation Management System - @East Med

Firnas, named after the famous Abbas Ibn Firnas, is a system for managing aviation services.

It's main purpose is to manage the aviation permits (overflight permits, landing permits) starting from the request and ending with financial reports.

It has multiple interfaces for different user roles of the system (Flight Agencies and Airlines, Airport Control Tower, Air Safety Department, Financial Department).

12/2020 – CURRENT

Blink - Customer Service Management System

Blink is a customer service management system, currently targetting medical services centers.

It consists of multiple models:

- Customers management
- Employees management
- Appointments scheduling management
- Queue system main components (kiosk, agent app, signage screen with sound directions),

09/2017 – 15/12/2020

CroneQ - Queue Management System - @Syriatel

CroneQ is a full featured queue management system. It has been used in all Syriatel's customer service centers since the beginning of 2020 (first installation in a center was on October 2019).

It consists of multiple applications:

- Reception - Kiosk app: allows the customer to choose the required service and get a printed ticket.
- Agent App: allows the agent to call for tickets to serve them, among other features.
- Signage screen App: shows ticket calls (ticket number and counter number) along with video and text advertisements.
- Sound App: generates a voice message to call on tickets (example: Ticket number 14 to counter 3)
- Feedback App: a simple multiple choice questions to evaluate the agent's service.
- Branch Management: helps the center's supervisor/manager to monitor the center's state with the ability to get detailed reports.
- Administration: allows managing centers, agents, services, settings, ...
- Media Management: allows controlling the content and looks of signage screens of centers.

I worked from the start with the business owners to develop the system's business. I worked on the front-end design and development most of time since I focus on the business side of projects, but that doesn't mean that I didn't work on the back-end side.

I also wrote the full documentation of the system:

- SRS
- Hardware Specifications
- User Guides
- Support - Frequent Issues Guide

02/2017 - 09/2017

SIS Corporate - Sales Information System / Corporate Version - @Syriatel

SIS Corporate manages Syriatel's deals with companies that buy bundles of lines, services, ...etc. Syriatel has a special team that is responsible of these companies' service (called account managers). The system handles the companies data, their account managers, the account managers plan of visits to the companies and visit reports.

I worked mainly on the account managers part of the system and developed its user experience.

I also wrote the system's User Guide and parts of the SRS.