



# Muhannad Al-Khodari

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National Defence Centre Building, Ashrafiyat Sahnaya, Damascus, Syria

## ● WORK EXPERIENCE

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16/05/2021 – CURRENT – United Arab Emirates  
**FRONTEND ENGINEER** – ALPHAAPPS

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- Remote Full Time Job -

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

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- 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.

01/12/2016 – 31/01/2021 – Damascus, Syria  
**SOFTWARE DEVELOPER** – SYRIATEL

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- 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

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- 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)

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- 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](http://manjam.info)

15/01/2017 – 12/2019  
**FOUNDER, CONTENT WRITER** – ROBOTICARENA.INFO

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I am the founder of the first Arabic website dedicated to robotics in which users can find: robotics lessons, popular kits' information, a gallery of robotic projects, and the latest robotic research news. Unfortunately, the site is temporarily off now, but I plan to continue working on it in the future.

12/2014 – 09/2017

**DIRECTOR AND CHIEF EXECUTIVE** – ROBOTECH CLUB OF DAMASCUS UNIVERSITY

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- 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

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- Part Time Job -

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

06/2015 – 07/2015

**ROBOTICS TRAINER** – USWA ACADEMY

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- Part Time Job -

USWA was a company concerned with the discovery of talented kids and supporting their talents. I worked on teaching Robotics to kids between 6 to 13 years old as a part of the STEM Education System.

08/2011 – 08/2014

**GRAPHIC DESIGNER** – 4NEWHAMAK GROUP

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- Part Time Job -

I worked on designing brochures, certificates and the group's website and magazine.

## ● EDUCATION AND TRAINING

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

**MASTER DEGREE IN BUSINESS ADMINISTRATION** – Syrian Virtual University

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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

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

**Field(s) of study**

◦ Computing

EQF level 6

## ● HONOURS AND AWARDS

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### Honours and awards

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- Award of Participation in FIRST Global Challenge (Robotics World Olympics) representing Syria (online) 2020.
- Award of Participation in FIRST Global Challenge (Robotics World Olympics) representing Syria in Dubai 2019.
- Awards of Participation in Al-Basel Exhibition of Invention and Innovation for the years of 2017 and 2018.
- Awards for being a team trainer for multiple teams in the national competition of WRO (World Robot Olympiad):
- 2017: Third place - Open Category.
- 2016: Third place - University Category.
- 2015: Third place - Open Category.
- 2014: Second and fourth - Regular Category.
- Award for being a judge on the local FLL (FIRST LEGO League) Syria 2011.

All references are available upon request.

## ● PROJECTS

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09/2017 – 15/12/2020

### CroneQ - Queue Management System

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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

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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.