



Muhannad Al-Khodari

Date of birth: 10/01/1991 | **Nationality:** Syrian | (+963) 931874562 |
muhannad.al.khodari@outlook.com |
<https://www.linkedin.com/in/muhannad-al-khodari/>

WORK EXPERIENCE

07/2022 – CURRENT – Kuwait

PRODUCT OWNER – BEINMEDIA

- Full-Time Job (Remote) -

- Design wireframes/user experience for systems and apps
- Write user stories and follow up tasks with developers and UI/UX designers
- Write technical documents

04/05/2022 – 01/06/2022 – United Kingdom

FRONTEND DEVELOPER – BAANX

- Full-Time Job (Remote) -

Implement systems' user interfaces based on approved designs and logic.
Terminated due to company restructure of the business (along with about 30 other employees)

Main programming aspects and languages used:

HTML, CSS, JavaScript, ReactJS

15/05/2021 – 27/04/2022 – 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

31/01/2021 – 29/04/2021 – 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

- Full-Time Job -

Developing software is not just about programming. We worked side by side with business analysts, system analysts, and testing specialists to deliver the final product. As a software developer in Syriatel, I had the chance to analyze systems and develop their business. In some cases, I wrote the SRS documents and User Guides myself.

Main programming aspects and languages used:

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

31/05/2020 – 30/07/2020 – Turkey
CONTENT WRITER – BORAQ GROUP

- Part-Time Job (Remote) -

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).

14/01/2017 – 12/2019
FOUNDER, CONTENT WRITER – ROBOTICARENA.INFO

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.

03/2018 – 04/2019
CONTENT WRITER – FACTS MINE (منجم الحقائق)

- Part-Time Job (Remote) -

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

Website manjam.info

11/2014 – 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.

02/2015 – 06/2016
ASSISTANT TEACHER – FACULTY OF MECHANICAL AND ELECTRICAL ENGINEERING, DAMASCUS UNIVERSITY

- Part-Time Job -

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

05/2015 – 07/2015

ROBOTICS TRAINER – USWA ACADEMY

- 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.

07/2011 – 08/2014

GRAPHIC DESIGNER – 4NEWHAMAK GROUP

- Part-Time Job -

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

● EDUCATION AND TRAINING

02/2018 – 17/05/2020 – Damascus, Syria

MASTER DEGREE IN BUSINESS ADMINISTRATION – Syrian Virtual University

Address Damascus, Syria | **Level in EQF** EQF level 7

31/08/2009 – 29/08/2014 – 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.

Address Damascus, Syria | **Field of study** Computing | **Level in EQF** EQF level 6

● LANGUAGE SKILLS

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C1	B2	B2	B2
SPANISH	A1	A1	A1	A1	A1
TURKISH	A2	A2	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

My 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 Analysis | SQL/SQL Server

● HONOURS AND AWARDS

Honours and awards

- Award of Participation in FIRST Global Challenge (Robotics World Olympics) representing Syria in Geneva, Switzerland 2022.
- Award of Participation in FIRST Global Challenge (Robotics World Olympics) representing Syria (online) in 2020 and 2021.
- Award of Participation in FIRST Global Challenge (Robotics World Olympics) representing Syria in Dubai, UAE 2019.
- Awards of Participation in Al-Basel Exhibition of Invention and Innovation for 2017 and 2018.
- Awards for being a team trainer for multiple teams in the national competition of WRO (World Robot Olympiad) from 2014 to 2017
- Award for being a judge on the local FLL (FIRST LEGO League) Syria 2011.

All references are available upon request.

● PROJECTS

08/2022 - CURRENT

OkMenu - Digital Menu Solution - @BeInMedia

OkMenu is a web/phone E-commerce app that acts as a digital menu, with all the expected features:

- Multi-level categories of items
- Handling delivery, pick-up, on-site service, and reservation
- Management dashboard

I worked on enhancing the user experience of the system, but my main contribution was the reporting dashboard. Prior to my addition, the system only had one statistical summary page with little information. I worked on adding different statistical pages that covered customers, items, orders, and cross-data reports. These screens will also have automatic actions (offers, discounts, coupons) that would be configured based on a statistical values wizard.

07/2022 - 09/2022

OkHR - Human Relations Solution - @BeInMedia

OkHR is an HR/ERP solution. The system is still under development and is not published yet.

The core of the system was an open-source HR system, but I worked a lot to develop the business, add features, and enhance user experience across all screens of the system.

I designed the wireframes for all screens and worked with the UI/UX designer to implement the interfaces.

12/2021 - 27/04/2022

Gool Tamm - Package Delivery Application - @AlphaApps

Gool Tamm (Arabic for "Consider it done") is a mobile application that helps customers get their packages delivered between places inside the UAE. The app connects customers with different delivery companies that compete to get their orders.

I worked mainly on the management system of the application:

- User and role management (system admins, delivery companies users, drivers)
- Delivery Company registration and management

- Orders management and tracking
- Dashboards and Reports

05/2021 – 27/02/2022

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.

01/2021 – 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).

11/2020 – 29/04/2021

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),

08/2017 – 14/12/2020

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

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.