



# Muhannad Al-Khodari

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National Defence Centre Building, Ashrafiyat Sahnaya, Damascus, Syria

## ● WORK EXPERIENCE

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01/02/2021 – CURRENT – 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

Damascus, Syria

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-facts.com](http://manjam-facts.com)

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.

<http://robotech-club.org/> | Damascus, Syria

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.

Damascus, Syria

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.

Damascus, Syria

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.

Damascus, Syria

## ● 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

## ● LANGUAGE SKILLS

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**Mother tongue(s):** ARABIC

**Other language(s):**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C2	C1	B2	B2	B2

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

## ● 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.

## ● ORGANISATIONAL SKILLS

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### Organisational skills

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- As a member of the management committee of RoboTech Club. I organised almost all of its activities. Some of them were: Robotic Projects Expositions, Various Robotics Courses and Participating in local competitions.
- I took the course of "Effective Leadership", and I applied what I learned in RoboTech Club.

## ● COMMUNICATION AND INTERPERSONAL SKILLS

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### Communication and interpersonal skills

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- Good communication skills gained through my experience as 4NewHAMAK and RoboTech Club representative sometimes.
- I attended a course of "Dynamic Communication Strategies".
- Experienced at giving presentations to large audiences gained through many presentations I gave as a teacher in the faculty labs.
- Team work: I have worked in various types of teams.
- Mediating skills: I worked on the borders between young people and youth trainers through the training programs in RoboTech Club.

## ● JOB-RELATED SKILLS

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### Job-related skills

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- Mentoring Skills: As an assistant teacher, I was responsible for supervising on some students projects. Some of them were: Smart Parking, Surgeon Assistant Robotic Arm and an Educational Robot for children.
- Military Service State: Exempted (Because I don't have brothers).

## ● PROJECTS

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09/2017 – CURRENT

### **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.