

# ANDREW ACHKAR

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Junior Software Engineer and IT Support Technician that has several years of experience in maintaining databases, computers, software and hardware wise, running virtual machines, deploying Windows images over a network, building websites, windows programs, and android applications.

## EXPERIENCE

**2014 – CURRENT**

**IT TECHNICIAN, FREELANCE**

- Handled software troubleshooting for customers and fixing said software problems.
- Handled hardware troubleshooting and repairs.

**2016 – 2019**

**WAREHOUSE AND DATABASE MANAGEMENT, FOODLAND SUPERMARKET**

- Responsible for warehouse/database management, data entry, and pricing.

**2020 – CURRENT**

**WEB DEVELOPER, FREELANCE**

- Build and develop websites for customers.

**JUNE 2020 – SEPTEMBER 2020**

**PROJECT COMMUNITY MOBILIZER, DANISH REFUGEE COUNCIL, DRC NORTH**

- Conduct assessment, survey or outreach activities as required.
- Fill survey papers as required.
- Enter survey data on software tool as required.
- Refer refugee cases that need follow-up to designated internal focal points.
- Participate in the field work and respond to beneficiaries' queries with good knowledge of relevant information.

**JULY 2021 – CURRENT**

**ASSISTANT HEAD OF QA/TESTING, MAFIA CITY ROLEPLAY // GTA V ROLEPLAY**  
(Volunteer position)

- Testing new features and bug fixes, and provided feedback to developers to make sure they were suitable to be pushed to the main server.
- Managing a team of 20+ testers.
- Providing feedback for features that are being developed for a community of 50,000+ registered users, and an average 300 daily users.
- Actively sorting through bugs on a daily basis, by checking Gitlab and then making sure the bug has a well written QA when a bug fix is developed.

#### **NOVEMBER 2021 – CURRENT**

##### **PROJECT COMMUNITY MOBILIZER, WORLD VISION, WV AKKAR**

- Conduct assessment, survey or outreach activities as required.
- Fill survey papers as required.
- Enter survey data on software tool as required (Excel or web-based survey tool).
- Refer refugee cases that need follow-up to designated internal focal points.
- Participate in the field work and respond to beneficiaries' queries with good knowledge of relevant information.
- Participate in numerous online trainings as instructed by team leaders ([All certificates obtained](#)).

## **EDUCATION**

#### **2012 – JUNE 2017**

##### **LEBANESE BACCALAUREATE IN LIFE SCIENCES, INTERNATIONAL SCHOOL OF AKKAR**

- Provided teachers and administration with IT Support, mostly setting up software, and also miscellaneous hardware troubleshooting.
- Participate and help setup several events that took place on school campus and outside.

#### **2017 – FEBRUARY 2021**

##### **BACHELOR OF COMPUTER SCIENCE, LEBANESE INTERNATIONAL UNIVERSITY**

- Would assist university personnel in day-to-day IT tasks, setting up projectors, maintaining computer labs, making sure software is up-to-date, and networking is set up right.

#### **2020 – 2021**

##### **SKILLS UP MATCH UP PROGRAM, AL MOLTAQA**

- Attended Zoom lectures in relation to the Microsoft Azure Suite and what it has to offer.
- Learned how to use the Microsoft Azure Suite with its different features.
- Learned different entrepreneurial skills.
- Several sessions about different development frameworks and other items within the Microsoft Suite, such as ASP.net, Windows App development, Web Services that Microsoft Azure has to offer, and C# Programming within Visual Studio 2019.

## **SKILLS**

- Team worker, and have the ability to communicate effectively with coworkers.
- Experience with SQL and MySQL
- Great troubleshooting and problem-solving skills.
- Experience with programs such as Blender, MATLAB, Unity, Unreal Engine, and Microsoft Office Suite.
- Fluent in **Arabic** and **English**.
- Minor experience with G-suite & Office 365.
- Certificates in several CISCO courses, CCNA 1, CCNA 2, CCNA 3, and CISCO 1 (Microcomputer support/IT)
- Experience with PHP, JavaScript, jQuery, HTML, Java, CSS, and Python.
- Automation: Arduino and Wireless automation
- Great communication skills with beneficiaries and ability to communicate our project mission in an

## ACTIVITIES

- Participated in Earth Day every year, where we would distribute tree saplings to passerby's, with the permission of the local municipality, and security of the local police.
- Distributed food aid to less fortunate communities in my local area.
- Video Game Asset Development, developed some assets within Unity and Unreal Engine

## REFERENCE

Available upon request