

## Walid Ghandour

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### Education

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#### Lebanese American University - BA Graphic Design

May 2026

#### Université de Montpellier - BA Computer science

September-December 2020

Exchange semester

#### Lycée Franco-Libanais Verdun - French Baccalaureate

June 2021

Spécialités Mathématiques, Sciences & English literature

Rank/ Grade: Biens

### Experience

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#### Freelance Graphic Designer

June 2021 - Present

- Worked on merchandise design including Tour merch (t-shirts; posters) and album artwork.
- 3D conceptualization. simulation and scene creation.
- Multiple branding projects.
- Custom lightroom presets.

#### Digital media - TA

June 2024 - July 2024

- Helped students with design concepts.
- Helped students get familiar around computers and new software (Adobe creative suite; final cut)

#### Xbox Customer Support

September 2022 - December 2024

- Assist with account recovery and login issues (forgotten passwords, 2FA).
- Troubleshoot Xbox console errors (black screen, startup issues).
- Help with network connectivity problems (NAT type, lag, disconnections).
- Support users with Game Pass subscription issues (billing, renewal).
- Assist with game installation or update problems.

#### Marketing intern: Kudwa

February 2024 - April 2024

- Conducted market research and used that as a base for creating new marketing material.
- Competitor analysis.
- Creation of new material mainly oriented for SME's.

### Skills

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#### Design & creative

- Branding, merchandise, and album artwork
- 3D design and visual scene building
- Adobe creative suite; Figma; Canva

#### Tech support & communication

- Troubleshooting hardware, software, and network issues

- Explaining technical steps clearly to all user levels
- Fast problem solving in customer-facing roles

### **Teamwork & collaboration**

- Adapting communication to different audiences
- Team-oriented with experience in inclusive workspaces

### **Languages**

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**Arabic** - Native

**English** - Bilingual proficiency

**French** - Bilingual proficiency