



Ousama Andari

GAME DESIGNER - LEVEL DESIGNER

Details

Stralsunder Strasse, 14

Berlin

Germany

+491632164413

Ousama.Andari@gmail.com

DATE / PLACE OF BIRTH

04-06-1997

Salmiya, Kuwait

Links

[Website](#)

[Itch.io](#)

[LinkedIn](#)

[Twitter](#)

Skills

Game Design

Level Design

Basic C# Programming
(prototyping skills)

Customer service

Adobe Photoshop

Adobe Premiere Pro

Communication Skills

Ability to Work Under Pressure

Adaptability

Microsoft

Excel, Word, Powerpoint

Languages

English

German

Arabic

Profile

Game Designer

I'm Ousama Andari, a Game Design graduate with a strong focus on delivering high-quality work and contributing to project success. I utilize my experience and skills to solve problems creatively and think innovatively. Attention to detail is one of my priorities, and I can work effectively both independently and as part of a team.

Over the past four years, I have developed more than 17 games using Unity and Unreal. Two of my solo projects are now available on my Google Playstore page, while 12 other projects can be found on my website and be played on Windows. I have also collaborated on five team projects, dedicating around six months to each. Feel free to check out my [itch.io](#), [playstore](#) or my [website page](#). (all linked in my CV)

Employment History

Support Associate, Wolt Enterprises Deutschland GmbH, Berlin

APRIL 2023 – PRESENT

As a Support Associate at Wolt, I was an essential part of the customer service team, responsible for delivering exceptional support and resolving customer inquiries and concerns efficiently. My role was crucial in maintaining positive customer relationships and ensuring overall customer satisfaction.

Main Rules:

- Acted as the primary point of contact for Wolt customers, Venues, and Couriers providing assistance and resolving their inquiries via various communication channels such as live chat, phone, or email using German, English, and Arabic.
- As a Support Associate at Wolt, one of the key aspects of the job is maintaining the right tone of voice throughout customer interactions and making sure to maintain good CSAT and TPH Scores. Putting myself in the customer's shoes and empathizing with their concerns was essential in providing the best support experience.

GameDesigner - Internship, Soba Studios, Berlin

OCTOBER 2021 – AUGUST 2022

1. I worked along with the product team and engineers on building entertaining maps for the community to play and get inspired from. In addition to reporting various bugs and errors while testing many of the product features/tools to help improve the product Soba. Moreover, I have helped with user interviews that were done to get feedback and improve the product. I also worked on producing educational content for the new joining users by creating content on the company's social media platforms to help guide new users on how to start using our product.
2. I have worked in Player Support, I was responsible for delivering outstanding service and assistance to our Soba users from 10+ countries around the world. Maintaining a professional attitude, I addressed player inquiries, concerns, and technical issues that were happening in our product Soba. My focus was to provide the best support to ensure player satisfaction, create a positive gaming experience and build a strong relationship with our players.

"Soba Certificate of Employment can be found in my website."

Host, Game State, Berlin

Hobbies

Games, Guitarist, Pianist, Social media content creation on Youtube, TikTok, Instagram

OCTOBER 2022 – NOVEMBER 2023

I collaborated closely with assistant managers to ensure the delivery of exemplary customer service, while diligently inspecting and maintaining the operational integrity of all gaming machines, guaranteeing their optimal functionality and up-to-date condition.

Community manager - Internship, University of Europe for the applied sciences, Berlin - Hamburg

APRIL 2021 – SEPTEMBER 2021

The main goal of the internship was concentrated around producing entertaining and educational content through the Twitch live streaming platform on a weekly basis, specifically, by planning and elaborating the key topics on which the streams were based on. However, it is essential to take into account that besides the key task of managing live streams, it required a much deeper and amplified spectrum of tasks like deciding which topics to include, how and for whom to address the content that we were producing.

Education

Bachelor in Game Design, University of Europe for the Applied Sciences, Berlin

AUGUST 2018 – JANUARY 2022

B2 Telc Certificate, Collegium Palatinum Heidelberg, heidelberg

DECEMBER 2017 – DECEMBER 2017

B2 Telc Prüfung und A1, A2, B1, B2 kurse

B2 Telc Exam and A1, A2, B1, B2 courses

Highschool degree / Abitur Abschluss, Jaber Al Ahmad, Jabriya

JANUARY 2014 – JUNE 2016