

Gallal Dharhan

Programmer, Graphic Designer, Web Designer

(347) 278-2538
Gallal.Drhn@gmail.com

EXPERIENCE

Northwell Health, 1111 Marcus Ave, Lake Success, NY 11042

Product Management Analyst/QA Analyst

October 2021 - Present

Executing tests on Northwell sites

Building and testing vaccine programs and schedules

Team Lead

March 2021 - October 2021

Testing Northwell scheduling sites

Troubleshooting software and technical issues

Responding to and assisting patient inquiries via email

Supervising agents to ensure quality customer service

Brooklyn College, 2900 Bedford Ave, Brooklyn, NY 11210

— *Bursar Representative*

July 2015 - July 2019

Filing and data entry of student and department information

Troubleshooting computers and printers

Working alongside other departments to ensure smooth operations

Creating various transactions and accepting payments

EDUCATION

Brooklyn College, 2900 Bedford Ave, Brooklyn, NY 11210

— *Multimedia Computer Science*

September 2012 - June 2020

Bachelor of Science in Computer Science and Multimedia

SKILLS

Web Testing

Programming

C, C++, C#, Python, Java, SQL,
HTML5, CSS3, Javascript

Microsoft Office

Word, Excel, Powerpoint,
Outlook

Adobe

Photoshop, Illustrator,
InDesign, Animate

Affinity Designer Pro

LaTeX Typesetting

Troubleshooting hardware
and software

AWARDS

Dean's List June 2020
Honors High School Diploma

References and portfolio available upon request