

# Jean-Paul C. Mansour

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## Work Experience:

### **Technical Support Engineer-Crestan International (Jan 2024 – Present):**

- Provided expert technical support for Next-Generation Firewall (NGFW) solutions to resolve complex customer issues promptly and effectively.
- Collaborated with cross-functional teams to troubleshoot network security issues, analyze firewall logs, and implement proactive measures to enhance security posture.
- Contributed to the development of comprehensive documentation and knowledge base articles, facilitating self-service troubleshooting for customers and reducing support ticket resolution times.

### **Front-End Developer Intern-BtekUp (Feb 2023 -Sep 2023):**

- Collaborated with a team of developers to create and maintain a responsive, user-friendly website using ReactJs , HTML, and CSS.
- Linked front-end with Back-end using the APIs.
- Assisted in the design and implementation of UI/UX components to ensure an optimal user experience.
- Conducted regular testing and troubleshooting to ensure website functionality and resolved any issues that arose.

## Education:

- Computer and Communication Engineering (software engineering)-Saint Joseph University of Beirut (2019 –2024)
- Lebanese baccalaureate diploma in general science (scored good) - Ecole Nationale Orthodox Akkar (2018 –2019)

## Projects:

- Online Marketplace : ReactJs , Redux , Router-DOM , SEO
- Discord Replica: Android Studio
- Food suggestions: ReactJs
- Chat System: ReactJs, Firebase
- Unbeatable Tic-tac-toe: Python, Artificial Intelligence
- Mini-search engine: Python
- Diet Application: Python

## Languages:

- ReactJS
- Java
- Python
- SQL
- Unix
- C++
- Scala

## Volunteer:

### **Lebanese educational scout:**

- Team Leader (2017 – 2021)
- Team Member (2011 – 2016)