

Duaa Elhassan

duaa.al@gmail.com | +961 78 804894/+90 552 878 0116 | Tripoli,Lebanon/Turkey

EXPERIENCE

ISOLUTIONS | DEPLOYMENT LEAD

April 2021 – PRESENT | Remote

- We inspire leading companies, schools, and government agencies to work smarter with Google tools like Google workspace GCP.

DEPLOYMENT SPECIALIST

MAY 2019 – April 2021 | Tripoli, Lebanon

- I provide technical support for GW / Software / IT ,ensuring our customers' success and satisfaction with our products and support experience by monitoring our support team performance.
- Work with cloud-computing solutions e.g. Cloud SQL, MYSQL, Bigquery, Data Fusion and Data Studio /Script Automation.
- Work closely with clients as leading resolver to assist and expedite problem resolution during product implementation by providing troubleshooting and guidance

CUSTOMER SUPPORT ENGINEER

OCT 2017 – APRIL 2019 | Tripoli, Lebanon

- Coordinated with multiple departments to lead a software products/ Solutions tailored for each customer.
- Provide technical support within established guidelines; demonstrating soft skills and technical skills that contribute to client satisfaction
- Ensure all issues are resolved or escalated to the proper resources to resolve in a timely fashion.
- Manage communications to customers at all levels to maintain positive relationships
- Conduct webinars / Training to customers worldwide on various technical concepts related to Google Services.

ASSRAS3 / AABCO | SOFTWARE DEVELOPER

FEB 2017 – AUG 2017 | Cheeka, Lebanon

- worked as a team member in design, development, troubleshooting, testing, and analysis of medium scale software projects.
- Inspected written code for accuracy, validity and correctness.
- Designed and executed test cases, analyzed output for validity, and prepared reports for the documentation.

FREELANCE | ANDROID MOBILE APPLICATIONS DEVELOPER

JUL 2016 – JAN 2017 | Lebanon

- Participated in the design, development, and implementation of mobile applications.
- Created an Android Mobile Application for my old elementary school to help the teachers and parents stay updated / UN.

CERTIFICATES

- Professional Collaboration Engineer - Google •15th and 16th Engineering Projects Day - BAU (Team won 2nd place) • Participation in Startup Weekend North Lebanon(BAU) • Participation in IEEE Comsoc Lebanon 4th Chapter • Diploma in Neuro linguistic Programming -Workshop • Diploma in Professional Marketing - Workshop

EDUCATION

BEIRUT ARAB UNIVERSITY

BE COMPUTER ENGINEERING

2011 - 2016 | Lebanon

Dean's List (4 Semesters)

Cum. GPA: 3.0 / 4.0

LEBANESE UNIVERSITY

BS PSYCHOLOGY

Incomplete 2022 | Lebanon

SKILLS

TECHNICAL

3-2 years:

- Google Workspace • C#

0-1 years:

- Javascript

TECHNOLOGY

- Github • GCP • Linux • MYSQL/SQL
- Windows • Google Workspace/G Suite
- Scripting

COMPUTER SKILLS

Customer Service - IT Security Fundamentals , IT Networking Fundamentals , IT Management and Operations, Cloud based APIs and scripting languages as part of solutions development, Cloud and on premise Storage and Backup ,Google Workspace/GSuite, Chrome-Google, Google Cloud Directory Sync , Active Directory.

ACTIVITIES / HOBBIES

Amateur astronomy, Basketball, Football Coding / Programming, Board Games, DIY

LINKS

LinkedIn:// [duaaalhasan723/](#)

Qwiklab :// [Duaa /](#)

Coursera :// [GSuite /GCP](#)

Github : [// duaa07](#)

LANGUAGE

Arabic : Native

English : Proficient

French :Elementary