Duaa Elhassan

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EXPERIENCE

NGC
Cloud Engineer | Turkey MENA | MAY 2023 – PRESENT
- Collaborating with sales teams to understand client requirements and design tailored cloud solutions using GCP and Google Workspace.
- Conducting technical presentations, demonstrations, and workshops to showcase the benefits and capabilities of GCP and GWS to clients
- Assisting clients with the migration and integration of their existing systems and applications to GCP and GWS.

ISOLUTIONS
GCP Deployment Specialist | Remote MENA | APR 2022 – APR 2023

- Manage GCP cloud implementations, upgrades, migrations, and change requests for clients.
- Create and Co-ordinate in the development of scripts to automate everyday operations.
- Test and resolve the customer's problems through effective diagnosis and resolution to utilize services on GCP.
- Develop a deeper knowledge of GCP services and the technology underlying the architectures by troubleshooting, reproducing and determining the root cause for customer reported issues.

GWS Deployment Lead | Remote MENA | APR 2021 – MAR 2022

- Coordinated and led the deployment of Google Workspace Projects and few Cloud applications for pre-production for over 50k enterprise users and more in Education.
- Conducted webinars and trained Clients worldwide on technical concepts related to Google Services and lead knowledge transfer initiatives.
- Planned and analyzed complex problems/deployments into achievable tasks and milestones for Support and Deployment team.

GWS Deployment Specialist | Remote MENA |APR 2019 – APR 2021

- Assessed and Migrated on-premise and cloud based mail delivery systems.
- Co-ordinated and planned with cross functional teams to deliver software products and solutions tailored for each customer.
- Implemented and Deployed cloud-computing solutions e.g.Cloud SQL, MYSQL, BQ, Data Fusion , Data Studio and Script Automation to reduce time spent by more than 50%.

Customer Support Eng. | Remote MENA | OCT 17 – APR 19

- Ensured client success and satisfaction through proactive and effective technical support.
- Collaborated with clients as a leading resolver, expediting issue resolution. Adhered to guidelines and documented support activities diligently.

ASSRAS3 / AABCO | DEVELOPER | FEB 17 – AUG 17 | LB
- Assisted with Developing and testing a Civil Engineering drawing application, including troubleshooting and designing test cases for validation and documentation.

FREELANCE | ANDROID APP DEVELOPER | JUL 16 – JAN 17 | LB
- Full Stack Development, design, and Implementation of a School Android Mobile Application / UNRWA.

EDUCATION

BEIRUT ARAB UNIVERSITY
BE Computer Engineering
SEPT 2011 - JUL 2016 | Lebanon
Dean's List (4 Semesters)
Cum. GPA: 3.0 / 4.0

LEBANESE UNIVERSITY
BS Psychology
Incomplete | Lebanon

SKILLS

TECHNICAL
4-3 years:
- Google Workspace/G Suite
0-1 years:
- C# • BQ • Powershell •O365
- PHP/JSON • Datastudio

TECHNOLOGY
- GCP • Linux / Win • MYSQL • Scripting
- Google Apps Script • Cloud APIs

ACTIVITIES / HOBBIES

Amateur astronomy, Football, Board Games, DIY

VOLUNTEERING

Manara
Right To play

LINKS

LinkedIn:// **duaaalhasan723/**.
Qwiklab :// **Duaa /**.
Coursera :// **GSuite /GCP** .
Github : // **duaa07** .

LANGUAGE

Arabic : Native
English : Proficient
French-Turkish :Elementary

CERTIFICATES

Google(Cloud Digital Leader-Edu L1-Professional(GWS Admin- Cloud Architect-Project Management-Associate Cloud Engineer-IT Support)-Startup Weekend