Duaa Elhassan

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EXPERIENCE

ISOLUTIONS | Deployment Lead
April 2021 – PRESENT | Remote
- Coordinated the deployment of all the GW Projects and some Cloud applications for pre-production .
- Provided leadership on knowledge transfer initiatives by facilitating knowledge sharing and technical training.
- Breaking complex problems/deployments into achievable tasks and milestones for the team.
- Manage/Migrate on-premise and cloud based mail delivery, routing, and filtering technologies.

Deployment Specialist
MAY 2019 – April 2021 | Tripoli, Lebanon

- I provide technical support for GW / IT issues,ensuring our customers' success and satisfaction by monitoring our support team performance.
- Work with cloud-computing solutions e.g. Cloud SQL, MYSQL, BQ, 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
- 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 App Developer
JUL 2016 – JAN 2017 | Lebanon
- Participated in the design, development, and implementation of mobile applications.
- Created an Android Mobile Application a school to help the teachers and parents stay updated / UNRWA.

WORKSHOPS/CERTIFICATES
- Professional Collaboration Engineer - Google / 15th and 16th Engineering Day / Startup Weekend North / IEEE Comsoc Lebanon 4th Chapter / Workshop in Professional Marketing-Neuro linguistic Programming

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 Management and Operations, Cloud based APIs and scripting, 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-Turkish :Elementary