

Duaa Elhassan

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

EXPERIENCE

ISOLUTIONS | REMOTE | GCP DEPLOYMENT SPECIALIST

APR 2022 – PRESENT

- 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

APR 2021 – MAR 2022

- Coordinated and led the deployment of all GWS Projects and 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

MAY 2019 – APR 2021

- Assessed and Migrated on-premise and cloud based mail delivery technologies.
- 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 ENGINEER

OCT 2017 – APR 2019

- Improved technical support,ensuring Clients success and satisfaction by 100% through monitoring and leading the support given and collaborating closely with clients as a leading resolver to assist and expedite problem resolution.
- Delivered technical support within established guidelines and documented the technical support given .

ASSRAS3 / AABCO | SOFTWARE DEVELOPER

FEB 2017 – AUG 2017 | Cheeka, Lebanon

- Developed, troubleshooted and Tested parts of a Civil Engineering Drawing program.
- Designed and executed test cases,checked output for validity, and prepared reports for the documentation.

FREELANCE | ANDROID MOBILE APP DEVELOPER

JUL 2016 – JAN 2017 | Lebanon

- 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

3-2 years:

- Google Workspace/G Suite

0-1 years:

- C#/Android • BQ • Powershell
- PHP/JSON • O365

TECHNOLOGY

- GCP • Linux / Windows • MYSQL/SQL
- Scripting

COMPUTER SKILLS

Customer Service,IT Security

Fundamentals, IT Management and Operations, Cloud APIs ,Scripting.

ACTIVITIES / HOBBIES

Amateur astronomy, Football, Board Games, DIY

LINKS

LinkedIn:// [duaaalhasan723/](#).

Qwiklab :// [Duaa /](#).

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

Github : // [duaa07](#) .

LANGUAGE

Arabic : Native

English : Proficient

French-Turkish :Elementary

CERTIFICATES

Professional Google Workspace

Administrator-Google Project

Management-Google Certified Educator

L1-Startup Weekend North

Lebanon(BAU)