

# Duaa Elhassan

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## EXPERIENCE

### NGC

**Pre sales Cloud Engineer | Turkey MENA | MAY 2023 – PRESENT**

- Collaborating with sales teams to understand client requirements and design tailored cloud solutions using Google Cloud and Workspace.
- Conduct technical presentations, demonstrations, and workshops to showcase the benefits and capabilities of Google Services.
- Assisting clients with the migration and integration of their existing systems and applications to Google Cloud and Workspace.

### ISOLUTIONS

**Google Cloud Deployment Specialist | MENA | APR 2022 – APR 2023**

- Manage Google Cloud 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 customer problems through effective diagnosis and resolution to utilize services in Google Cloud.
- Develop a deeper knowledge of Google Cloud services and the technology underlying the architectures by troubleshooting, reproducing, and determining the root cause for customer reported issues.

**Google Workspace Deployment Lead | 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 led knowledge transfer initiatives.
- Planned and analyzed complex problems/deployments into achievable tasks and milestones for the support and deployment team.

**GWS Deployment Specialist | 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. | MENA | OCT 17 – APR 19**

- Ensured client success and satisfaction through proactive and effective technical support.
- Collaborated with clients as the leading resolver, expediting issue resolution. Adhere 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 • GCP

0-1 years:

• C# • BQ • Powershell • O365

• PHP/JSON • Datastudio

### TECHNOLOGY

• Google Cloud • 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 /Google Cloud /](#).

Github : [// duaa07 /](#).

## LANGUAGE

Arabic : Native

English : Proficient

French-Turkish :Elementary

## CERTIFICATES

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