Duaa Elhassan

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EXPERIENCE

ISOLUTIONS | REMOTE | GCP Deployment Specialist
April 2022 – PRESENT
- Manage cloud implementations, upgrades, migrations, and change requests.
- Create, implement, and assist in the development of scripts to automate everyday operations.
- Manage the customer's problems through effective diagnosis and resolution to utilize their services on GCP.
- Develop a deeper knowledge of GCP services and the technology underlying the architectures by troubleshooting, reproducing, determining the root cause for customer reported issues.

GWS Deployment Lead
April 2021 – March 2022

- Coordinated the deployment of all GWS Projects and some Cloud applications for pre-production .
- Conduct webinars / training to Clients worldwide on various technical concepts related to Google Services,Provide leadership on knowledge transfer initiatives.
- Breaking complex problems/deployments into achievable tasks and milestones for Support and Deployment team.

GWS Deployment Specialist
MAY 2019 – April 2021

- Manage/ Migrate on-premise and cloud based mail delivery, routing, and filtering technologies.
- Coordinated with multiple departments to lead a software products/ Solutions tailored for each customer.
- Work with cloud-computing solutions e.g. Cloud SQL, MYSQL, BQ, Data Fusion and Data Studio /Script Automation.

Customer Support Engineer
OCT 2017 – APRIL 2019
- Provided technical support,ensuring our customers success and satisfaction by monitoring our support performance by working closely with clients as leading resolver to assist and expedite problem resolution.
- Provide technical support within established guidelines for .

ASSRAS3 / AABCO | Software Developer
FEB 2017 – AUG 2017 | Cheeka, Lebanon
- worked as a team member in development, troubleshooting, testing, and analysis of an App for Civil Engineers,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 a School Android Mobile Application / UNRWA.

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
0-1 years:
- C#/Android • BQ • PHP/JSON

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

COMPUTER SKILLS

Customer Service - IT Security Fundamentals, IT Management and Operations, Cloud APIs ,Scripting, Cloud and on premise Storage and Backup ,Google Workspace/GSuite, Active Directory.

ACTIVITIES / HOBBIES

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

LINKS

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

LANGUAGE

Arabic : Native
English : Proficient
French-Turkish :Elementary

CERTIFICATES

Professional Collaboration Engineer / Google Project Management - In progress