Dana Allouche

Computer Science Specialist

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PERSONAL INFORMATION

- Date of Birth: 30/9/2000
- Address: Saida, South Lebanon

EDUCATION

- ❖ **Master's Degree** in Computer Science
  Lebanese International University   (2022/2023 - 2024)

- ❖ **Bachelor's Degree** in Computer Science
  Lebanese International University   (2018/2019 - 2021)

- ❖ **Bachelor's Degree** in English Literature
  Lebanese University   (2019 - 2023)

WORK EXPERIENCE

- ❖ **Application Support Specialist** at **Dalos** Company   **Michigan, US (Remote)**

  November 2022 to May 2023

  Worked Collaboratively in a **24/7 IT- Service Desk** environment, providing assistance to our clients with various applications and database software.

  - Utilized remote access technologies, particularly Remote Desktop, to provide remote support and expertly fix software problems.
  - Leveraged the Fresh Service ticketing system to efficiently manage and track customer support requests, ensuring prompt and effective resolutions.
  - Assumed a leadership role in resolving complex technical challenges and driving IT support initiatives for a diverse user base.
  - Demonstrated proficiency in supporting a diverse range of applications, including CMS, EPR, CRM, SaaS applications, third-party software, and homegrown applications.
  - Carried out thorough Quality Assurance testing, carefully assessing system performance, and ensuring the integrity of user interfaces in various cross-platform setups..
  - Managed application configuration files to modify software behavior based on specific requirements.
  - Monitored and analyzed application log files, identifying and resolving any emerging issues.
  - Actively participated in special projects involving data migrations, significant organizational changes, and proficient Jamf management.

PERSONAL PROJECTS

- Distributed Event-Driven & Message-Driven System Project using TCP Socket and RMI, in Java.
- Website using HTML, CSS, JavaScript, SQL, php (Car Rental system website).
- Object Oriented Programming Project (using java).
- Database using Relational Models.
- Software engineering project in Online Learning.

TRAININGS

- **Social Media Marketing Course** with **DOT Lebanon** at Siblin Training Center.
- **Virtual Reality Training** with **UNRWA** at Siblin Training Center.
- **Computer Maintenance (Hardware & Software)** Workshop with **AL-Jana Organization** at CIS.

TECHNICAL SKILLS

- Programming languages: Java, php, HTML, CSS, JavaScript, python...
- Microsoft Office: Word, PowerPoint, Excel.
- Google Workspace: Gmail, Google Drive, Docs, Sheets, Meet, Calendar…
- Basic knowledge of machine learning and artificial intelligence.
- Tools (NetBeans, MS Visual Studio, Android studio, SQL Server, visual studio code).
- Skilled in critical thinking, logic, and high math.
- Database Management.
- Research and planning.

PERSONAL SKILLS

- Problem solving and flexibility.
- Communication, Organization and Technology skills.
- Time Management (perform work on time).
- Public Speaking.
- Teamwork.
- Fluent in English and Native in Arabic.