

# Duaa Elhassan

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## EXPERIENCE

### NGC

**Presales Cloud Architect | Turkey MENA | Feb 2025 – PRESENT**

- Oversee all aspects of cloud architecture, including solution design, implementation, operations, presales technical support, and team leadership.
- Drive innovation by evaluating and integrating new cloud technologies.
- Ensure security, scalability, and reliability of cloud infrastructure while meeting business objectives and cost targets.

**Pre sales Cloud Engineer | Turkey MENA | MAY 2023 – 2025**

- Collaborating with sales teams to understand client requirements and design tailored cloud solutions using Google Cloud and Workspace.
- Conduct technical presentations, demonstrations, and workshops.
- Assisting clients with the migration and integration of their existing systems and applications to Google Cloud and Workspace.
- Manage Google Cloud cloud implementations, upgrades, migrations, and change requests for clients.

### ISOLUTIONS

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

- Manage access control and ID management for clients ensuring secure and efficient access.
- Create and coordinate in the development of scripts to automate operations.
- Test and resolve customer problems through effective diagnosis and resolution to utilize services in Google Cloud.

**Google Workspace Deployment Lead | MENA | APR 2021 – MAR 2022**

- Led technical discussions and discovery phases for over 50k users, ensuring alignment between business needs and technical solutions.
- Conducted webinars and trained clients around the world on technical concepts 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.
- Coordinated and planned with cross-functional teams to deliver software products and solutions tailored for each customer.
- Implemented and deployed cloud computing solutions, for example, cloud SQL, MYSQL, BQ, Data Fusion, Data Studio, and Script Automation, to reduce the 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.

**ASRAS3/AABCO | SOFTWARE DEVELOPER | FEB 17 – AUG 17 | LB**

**FREELANCE | ANDROID APP DEVELOPER | JUL 16 – JAN 17 | LB**

## EDUCATION

### BEIRUT ARAB UNIVERSITY

BE COMPUTER ENGINEERING

Lebanon

Dean's List (4 Semesters)

Cum. GPA: 3.0 / 4.0

### LEBANESE UNIVERSITY

BS PSYCHOLOGY

Incomplete | Lebanon

## SKILLS

### TECHNICAL

- Google Workspace • Gemini
- C# • Google Apps Script • Powershell
- O365 • Shell • Prompt Eng.

### TECHNOLOGY

- Google Cloud • Azure/AWS • Databases • Scripting • Cloud APIs • Generative AI • IAM, SSO, OAuth and 2sv

## ACTIVITIES / HOBBIES

Amateur astronomy, Hiking, Board Games, DIY

## VOLUNTEERING

**Manara As a mentor**

**Right To play**

**Women Techmakers Ambassador**

**Amal Initiative Volunteer**

**TAP Volunteer**

## LINKS

Credly :// [Certificates /](#)

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

Qwiklab :// [Duaa /](#)

Github :// [Duaa07](#)

## LANGUAGE

Arabic : Native

English : Proficient

French-Turkish : Basic

## CERTIFICATES

GenAI/Cloud Digital Leader-Workspace Administrator-Cloud Architect-Cloud Engineer-Project Management-Cloud Security and Network and Devops Engineer