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EDUCATION

USJ (École Supérieure d'Ingénieurs de Beyrouth)   Beirut, Lebanon
Bachelor's degree in computer and telecommunication engineering   June 2019
- Final Year Project: Network Selection in Heterogeneous Wireless Access

Grand lycée franco-libanais   Beirut, Lebanon
French Baccalaureate   June 2014

WORK EXPERIENCE

Cloud Ambiance   Jdeideh,Lebanon
Salesforce Developer   August 2022 – August 2023
- Developed custom applications on Salesforce using apex code and JavaScript
- Configured the Salesforce system in accordance with the clients' requirements
- Developed a platform on Salesforce to enable external users to access their information stored in the system
- Integrated Salesforce with ERP systems(D365,Navision) via the web services of the ERP system
- Created multiple reports and dashboards via Salesforce drag and drop functionality
- Debugged code for solving issues encountered while testing the custom application
- Wrote SOQL queries for exporting data
- Migrated data from a CSV file locally to Salesforce
- Wrote technical and user guide documentations
- Trained end users for Salesforce Sales
- Trained an Intern
- Developed processes on Mulesoft

Advanced Business Computing   Doha,Qatar
Intern in the Google Cloud department   March 2022 – May 2022
- Developed the skills of planning and configuring a cloud solution (compute resources, database and storage options, network resources)
- Developed the skill of managing Security policies in Google Cloud Platform (Firewall rules and IAM)
- Acquired the skills of monitoring and logging Google Cloud Platform resources
- Learned how to create data pipelines on Google Cloud Platform
- Acquired the skills of using BigQuery and visualizing data on Data Studio
- Prepared and gave a presentation relevant to Google Cloud Storage solutions

itec (IT engineering & Consulting)   Zalka, Lebanon
Junior Cloud technical consultant   June 2019 – February 2021
- Performed the integration between Oracle Fusion HCM and Oracle Taleo cloud using SOAP web services and VB.net code
- Configured Oracle Fusion HCM, Oracle Taleo and Oracle CX Sales cloud
- Prepared scripts and test cases for Oracle Fusion HCM, Oracle Taleo and Oracle CX Sales cloud to verify that they are compliant with the clients' requests
- Made page customizations on Oracle Fusion HCM and Oracle CX sales cloud using page composer and application composer
- Designed Oracle Taleo Career section using HTML and CSS

- Wrote technical and user guide documentations
- Trained end users for Oracle Fusion HCM
- Created Oracle Reports (OTBI and PLSQL) in Oracle Fusion HCM
- Worked on data migration in Oracle Fusion HCM and Oracle CX Sales

itec (IT engineering & Consulting) Zalka, Lebanon
Intern in the Cloud department Mars 2019 – May 2019
- Gained insight into Oracle Fusion HCM and Oracle Taleo by reading documentations and watching workshops

Oracle Systems Limited Beirut, Lebanon
Intern in the Pre-Sales Cloud department June 2018 – September 2018
- Worked with different Cloud service applications (Customer experience, IoT, Human Capital Management, Taleo)
- Wrote reports under professional supervision

Information Technology Group (ALCS) Beirut , Lebanon
Intern in the IT department July 2017-August 2017
- Released Antispam emails and Whitelist domains
- Assisted/Troubleshooted end users' issues

ADKOM Matn,Lebanon
APPLE technician intern July 2016

- Assisted apple technicians during the reparation procedure of mobiles/laptops
- Developed liaison with clients to sell apple products

PROJECT EXPERIENCE

USJ (École Supérieure d'Ingénieurs de Beyrouth) Beirut, Lebanon

Video Call Quality of Service project Fall 2019

- Used an Opensource router compatible with Linux
- Analyzed the Quality of Service (QoS) of video calls between two devices according to different conditions

Smart Shelf project Fall 2019

- Created a smart shelf that can detect the presence of a product on it
- Used IoT skills to create the smart shelf

Network Selection in Heterogeneous Wireless Access Spring 2019

- Developed an android application that can select the best network available in your surrounding
- Developed an intelligent algorithm: the reinforcement learning approach to learn and adapt from previous experiences through trial and error in a dynamic network environment

Web Development project Fall 2018

- Created a catering website, Front End (HTML, CSS and Bootstrap) and Back End (used Django)

Traffic redirection in software defined network Spring 2018

- Developed an SDN (Software Defined Network) for local network

- Created the SDN network using an emulator(mininet)

International ISPs in the Middle East   Spring 2018
- Extracted raw data from Ripe ncc website
- Used the extracted data to identify the different International ISP in the Middle East and analyze their level of importance in the region

AWARD & CERTIFICATES

- Award: Won the Murex Price for best innovative and collaborative project in computer science in 2017-2018 "*Traffic redirection in software defined network*"
- Obtained the Associate Google Cloud Engineer Certificate (Expiration Date: 30 Mar 2024)
- Obtained the Professional Google Cloud Architect Certificate (Expiration Date: 30 Apr 2024)
- Obtained the Professional Google Cloud Data Engineer Certificate (Expiration Date: 28 May 2024)

SKILLS

- Technical: Python, Java, Web Development (HTML,CSS,Javascript),VB.net, Shell script, Oralce SQL,Groovy scripting,SOQL Query,Apex code
- Languages: French, Arabic, English(fluent); Armenian (only spoken); Chinese (Beginner, still in process of learning)