

ALAA MOUKALLED

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EDUCATION

Haigazian University

Bachelor of Science, Computer Science

Beirut, Lebanon

Graduated Jun 2022

WORK EXPERIENCE

Layer

Support Engineer

Beirut, Lebanon

Aug 2022 – Present

- Acted as the primary point of contact, delivering technical support to customers providing effective solutions by diagnosing, replicating, and offering practical workarounds for system and application issues.
- Efficiently managed internal tickets, collaborating with internal teams to swiftly address escalated unresolved issues.
- Orchestrated successful deployment and validation of fixes with customers, ensuring efficient and effective issue resolution.
- Conducted thorough troubleshooting spanning various system components, including mobile and web apps, operating system(Linux). System monitoring(Grafana), network connectivity, databases, and docker.
- Demonstrated commitment by participating in an ON-CALL rotation, swiftly responding to after-hour app-related emergencies, in order to ensure prompt resolution and system stability.

Profiles Software

Software Engineer

Beirut, Lebanon

Jun 2022 – Jul 2022

- Developed and maintained Billing system software as a member of the development team gaining invaluable experience in effective collaboration, seamless communication, and meeting stringent project deadlines.
- Utilized Embarcadero Delphi IDE and Pascal programming language to architect and construct efficient applications, highlighting a strong command of software engineering principles.
- Integrated Elevate DB and Advantage DB, seamlessly showcasing adeptness in database management and system integration.

Et3arraf SAL

Software Engineer Intern

Beirut, Lebanon

Jun 2021 – Jul 2021

- Created a React project that allowed employees to input and display the ON-CALL sheet data.
- Developed proficiency in utilizing essential collaboration tools such as GitHub, Slack, and Google Drive.
- Acquired hands-on experience in effectively managing React component lifecycles, employing hooks, states, and props to design functional and reusable components.
- Utilized the Node.js Express framework to implement JSON data exchange and HTTP APIs facilitating communication with a MySQL Database.

ACADEMIC PROJECTS

"Ywaza3" App

Android Development (Java)

- Accomplished a smooth user-friendly interface that showcases historical match results, upcoming scheduled and competition standings by integrating Java within Android studio.
- Stored results, player statistics, and team information within a database by integrating the SQLITE JDBC library to establish a connection between the application and a SQLite database.

Clinic Management System

Web Development (PHP)

- Created patient-oriented calendar system that displays doctor availability facilitating seamless appointment booking within available slots by integrating HTML, CSS, and JavaScript.
- Deployed a MySQL database using a Wamp Server, which the website communicates with through PHP. This empowers effective management of health records and patient information.

SKILLS

Programming Languages: Java, Python, C#, R

Web Technologies: HTML, CSS, JavaScript, PHP, ReactJS

Data Management: Relational databases (MySQL, Postgresql)

App Development: Android Application (Java), Flutter, .NET

Operating Systems: Microsoft Windows, Linux

Software/Tools: Docker