JEAN-PAUL HANNA

Computer Engineer

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EXPERIENCE

QUALITY ASSURANCE
Maids.cc

📅 03/2024 - Present   📍 Remote (Company based in Dubai)

- Designed and implemented multiple ChatGPT-powered chatbots to analyze customer complaints, client communications, and other business needs, improving operational insights and decision-making.
- Developed and managed comprehensive reports and dashboards using SQL and Tableau, enabling data-driven decision-making and actionable insights for management.
- Acted as a liaison between technical and non-technical stakeholders, translating complex business requirements into precise technical specifications.
- Transitioned to the QA team to ensure the quality and reliability of company applications, including mobile apps, websites, and custom reports.
- Conducted extensive SQL-based data validation and troubleshooting to ensure the accuracy and integrity of database queries and outputs.
- Created and maintained interactive Tableau dashboards to monitor key performance metrics and streamline quality assurance reporting processes.

DRUPAL DEVELOPER
Ebizproduction - Bluedrop

📅 06/2022 - 11/2023   📍 Beirut, Lebanon (Headquarters: Marseille, France)

- Developed and maintained responsive, high-performance websites using the Drupal content management system, ensuring adherence to industry best practices.
- Upgraded and optimized existing websites for large French companies and the French government, enhancing functionality and user experience.
- Identified and resolved technical issues across multiple websites, delivering timely solutions to maintain operational efficiency.
- Implemented custom themes and modules using Twig and Symfony to meet specific client requirements.
- Collaborated with cross-functional teams to integrate complex front-end designs with scalable back-end functionality.
- Utilized PHP, JavaScript, CSS, and HTML to build and refine website features, achieving seamless interactivity and design consistency.

PROJECTS

Sky Computing: Optimization of Cloud Resources
Final Year Project at ULFG-2

📅 01/2024 - 10/2024   📍 Remote

- Developed a robust backend using Go, integrating APIs from major cloud providers like AWS and Azure for real-time data aggregation.
- Designed and implemented a dynamic user interface with React, Next.js, and Tailwind CSS, enabling advanced filtering, server comparison, and rental functionalities.
- Engineered a secure and scalable database system using PostgreSQL, optimizing query performance for large-scale data handling.
- Addressed technical challenges, including real-time pricing updates, cross-provider data normalization, and efficient data scraping.
- Integrated secure payment systems to support seamless server rentals and implemented scalable deployment pipelines.
- Outcome: Delivered a scalable platform that simplifies cloud server management, demonstrated through a successful presentation to a university jury as part of the final year project for a Computer Engineering degree.

SKILLS

PHP   **Python**   **JAVA**   **C#**

C++   **JavaScript**   **HTML/CSS**

GO   **Next.js**   **React**   **PostgreSQL**

LANGUAGES

English

French

Arabic

EDUCATION

Bachelor of Engineering in Computer and Telecommunications Engineering
Lebanese University - Faculty of Engineering, Roumieh

📅 09/2018 - 10/2024

Highschool Diploma
Collège des Pères Antonins - Baabda

📅 09/2004 - 07/2018