

Khaled HALABIEH

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EXPERIENCE

TRACTION ON DEMAND Salesforce CPQ Consultant

Vancouver, Canada
2019 - Present

- Acted as a domain expert with Customer Relationship Management (CRM) processes, with specific expertise in Configure-Price-Quote (CPQ), Contract Lifecycle Management (CLM), Pricing and Commercial Catalog processes, and Billing Solutions
- Served as a business process guide for clients by providing support, analysis, and research into complex problems, guidance on leading practices, and recommendations for alternative processes given a client's business environment.
- Played a hands-on role in CPQ system implementation projects by leading business analysis, requirements gathering, solution design and performing declarative configuration.

CHANGI CONSULTING Senior Salesforce Consultant

Beirut, Lebanon
2017 - 2019

- Supervised teams of two to six people to successfully implement 25 Salesforce CRM Projects across Malta, Serbia, Rome, and the MENA Region on Sales, Service, CPQ, and Field Service Platforms
- Authored business requirements, as-is and to-be processes, technical design documents, and project charters
- Built strong customer relationships and obtained a 5/5-star rating on all projects which led to closing of 12 new opportunities with existing customers
- Researched and delivered internal trainings on new technologies delivered by Salesforce (specifically Salesforce Einstein and Wave Analytics) related to Big Data which was rewarded by representing Changi Consulting at Dreamforce 2017 (Annual Salesforce Event held in San Francisco), Growth Market Delegations Event for Salesforce Partners, and Salesforce Malta Basecamp 2018
- Delivered technical internal trainings on Salesforce CPQ and Field Service based on architecture, best practices, and lessons learned
- Delivered non-technical internal trainings on Salesforce CPQ and Field Service based on product overview, limitations, and considerations

HALABIEH CONSTRUCTION COMPANY Project Manager

Beirut, Lebanon
2014 - 2017

- Developed and delivered 3 residential projects in a 2.5-year timeframe by drafting architectural plans, managing official documents and permits, supervising the onsite construction, and conducting quality checks on project finishing
- Managed proposals from different suppliers for procurement materials in order to ensure cost minimization; in addition to handling the recruitment and payroll of each projects' task force
- Negotiated and successfully closed 5 apartment deals generating a total net profit of US\$ 2.5 m

RSTN CONSULTING Developer / Support Lead

Beirut, Lebanon
2013 - 2014

- Joined a team of 4 developers in Mexico to configure and implement Case360 (BPM Software) for MetLife Mexico to automate and streamline the processes of insurance policies between 7 departments
- Gathered, documented, and implemented new requirements for MetLife Lebanon and delivered trainings for respective departments involved
- Handled all support requests for MetLife Lebanon while maintaining SLAs

EL HACEB Junior Developer

Beirut, Lebanon
2011 - 2013

- Analysed business requirements from 6 departments to develop a custom web-based CRM application for a local cable company which increased the number of subscriptions by 60 k in the first 2 years
- Developed a web-based application to track unique registrations and attendance for volunteer drivers to events in order to compensate their expenses ;Helped to achieve savings of US\$ 50k per year

EDUCATION

AMERICAN UNIVERSITY OF BEIRUT Bachelor of Science in Computer Science

Beirut, Lebanon
2008 - 2011

INTERNATIONAL COLLEGE Lebanese Baccalaureate in General Sciences

Beirut, Lebanon
1993 - 2008

ADDITIONAL INFORMATION

Certificates: Salesforce Administrator, Salesforce Sales Cloud Consultant, Salesforce Service Cloud Consultant

Nationalities: Canadian, Lebanese

Languages: Arabic (Native), English (Fluent), French (Basic)

Interests: Crossfit practitioner: active member of Crossfit B-Town since 2014, passionate foodie