

Dima Khatib

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EXPERIENCE

LANE FOUR

Senior Salesforce Administrator

Salesforce Administrator

Toronto, Canada

2024 - Present

2023 - 2024

- Led and managed 10 Salesforce projects (Sales Cloud, Service Cloud, CPQ, CRMA) to drive project success across multiple business units, ensuring that all deliverables are met within the expected timeline and quality standards.
- Collaborated with internal and external stakeholders to gather business requirements, ensuring alignment across teams, and translating these into scalable Salesforce solutions to support transformation initiatives.
- Estimated story points for user stories and contributed to sprint planning, ensuring accurate workload distribution.
- Supported stakeholders by identifying potential risks and mitigating them to prevent project delays.
- Developed custom dashboards and reports to provide actionable insights, enhancing decision-making for stakeholders.
- Conducted 7 workshops and training sessions for end-users, ensuring smooth adoption of Salesforce tools and best practices.
- Provided ongoing post-implementation support, troubleshooting and resolving system issues to maintain optimal platform performance.

STAY AT HOME MOM

2019 - 2022

- Raising a tiny human and being his first contact with the outer world, making sure he becomes self-sufficient and ready to discover life.
- Adjusting to all developmental phases (from infant to toddler and now child) by using mom soft skills: negotiation, problem solving, communication, patience, and dedication.

BANKMED SAL

Management Accounting Senior Officer

Beirut, Lebanon

2012 - 2019

- Managed the planning, tracking, and completion of key financial deliverables, working with various departments to ensure timely submission of reports.
- Coordinated with senior management and internal teams to assess and improve financial performance, identifying risks and recommending corrective actions.
- Contributed to the development of annual budgets and strategic plans by gathering input from multiple divisions, ensuring alignment with organizational objectives.

PRICEWATERHOUSECOOPERS

Associate Auditor

Beirut, Lebanon

2011 - 2012

- Coordinated audit activities and supported senior auditors by ensuring compliance and accuracy across various financial statements, maintaining clear communication with clients and internal teams.
- Provided structured support to audit teams by managing deliverables and helping with process improvements.

EDUCATION

AMERICAN UNIVERSITY OF BEIRUT

Bachelor of Business Administration - Finance

Cumulative GPA: 88.12/100

Beirut, Lebanon

2008 - 2011

ADDITIONAL INFORMATION

Certificates/Superbadges: SFDC Administrator, SFDC Sales Cloud Consultant, SFDC Service Cloud Consultant, SFDC Certified CPQ Consultant, SFDC Data Cloud, SFDC Associate, Certified AI Associate, Certified AI Specialist, Certified Management Accountant (CMA)

Nationalities: Canadian, Lebanese

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