

Dima Merhi

Computer Engineer

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Profile Summary

As a skilled computer engineer, I am proficient in various domains, including embedded systems, network architectures, machine learning, programming, web development, and cybersecurity. With two years of hands-on experience as a CRM Specialist within the Power Apps platform and Dynamics 365 apps, I have honed my skills in creating diverse applications, including canvas apps, model-driven apps, and Power Pages. I am also proficient in using Power Automate to develop efficient workflows and automation processes. In my role as a CRM specialist, I actively engage with clients, facilitating meetings to understand their business requirements and subsequently designing tailored solutions. I also conduct training sessions to empower clients in effectively utilizing the applications I develop. I have experience developing Dynamics 365 applications tailored to specific business requirements, including Dynamics 365 Field Service and Dynamics 365 Customer Service applications.

Experience

CRM Specialist / Dynamics 365 Developer & Technical Consultant/ Product Specialist

Info-Sys | Feb 2023 - Present

- Developed and customized applications on the Power Apps development platform.
- Designed, analyzed, and documented required customizations.
- Coordinated with the Technical Team Leader to deliver tasks on time.
- Developed forms and reports for web and mobile apps.
- Created server-side code in C# and SQL scripts essential for implementation.
- Designed and implemented integrations between systems using APIs.
- Prepared and processed data migration to CRM modules.
- Configured and designed workflows on Power Automate.

- Set up and configured business modules for CRM, including Marketing, Sales, Customer Service, and Field Service.
- Provided support for end users, users training & admins trainings.
- Power Pages (Advanced): Designing and customizing external portals, managing authentication, and integrating with CRM data.
- Copilot Studio: Developing and managing AI-powered conversational bots using Microsoft Copilot Studio.
- Reporting & Analytics: Creating interactive dashboards and reports using Power BI and CRM reporting tools to track KPIs, user behavior, and campaign performance.
- Integration: Experience integrating CRM systems with external platforms (APIs, web services) to enable seamless data exchange and unified user experiences.

Network Engineer

Ogero | June 2021 - August 2021

- Configured and maintained routers, switches, and network systems.
- Studied the deployed cables, their characteristics, and the design specifications of the PSTN network.

Math Elementary Teacher

LCMS Edu | September 2020 - June 2021

- Prepared materials and equipment for classroom activities in an organized manner.
- Assessed tests, reported, and analyzed students' results.

Education

Masters in Computer and Communications Engineering

Lebanese International University, Lebanon | 2020 – 2022

Bachelor in Telecommunications Engineering

Lebanese International University, Lebanon | 2016 – 2020

Certifications

- PL-400: Microsoft Power Platform Developer Certification – Microsoft

Languages

- Arabic: Native
- English: Professional Working Proficiency