OMAR ALIEH

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PROFESSIONAL SUMMARY

A client-facing Technology Consultant with over five years of experience in enterprise (ERP/SaaS) implementation and solution design. I specialize in translating complex business requirements into high-impact technical solutions, managing the full project lifecycle, and driving process automation. I am a hands-on technical leader with proven experience in API integration, eInvoicing frameworks (ZATCA), and building custom AI-powered tools (Streamlit, Python) to solve critical business problems.

CORE COMPETENCIES & SKILLS

- **Technology Consulting:** Technology Consulting, Solution Design, Business Requirements Analysis, GAP Analysis, Business Process Optimization.
- **Technical Implementation:** ERP Implementation (Odoo Expert), eInvoicing (ZATCA, Egypt), API Integration, Technical Problem-Solving.
- **Innovation & Automation:** AI & Gen AI (Custom Tool Development), Process Automation (Streamlit), Data Analytics (Tableau) , Python, SQL.
- **Project Leadership:** Project Management, Client Training & Adoption, Team Leadership & Mentorship.

PROFESSIONAL EXPERIENCE

Odoo Middle East | Dubai, United Arab Emirates **Team Lead** | (Aug 2023 – Present)

- **Technical Innovation & Automation:**
  - **Developed an AI-powered Streamlit app** to automate the 6-hour manual process of generating team appraisal reports, reducing it to **30 minutes**. The tool provides AI-driven PDF insights on delivery speed, billable hours, and project metrics (User Input).
  - **Developed a second Streamlit app** for monthly team performance analysis, providing AI-based action plans to improve performance against department goals (User Input).
- **Consulting & Team Leadership:**
  - Lead a team of 10 **functional consultants** in the successful implementation of complex ERP projects.

- Implemented agile methodologies to optimize the delivery lifecycle, resulting in a **30% reduction in project completion time**.

Odoo Middle East | Dubai, United Arab Emirates **Business Analyst & Project Manager** | (Feb 2021 – Aug 2023)

- **ERP Implementation & Solution Design:**
  - Led the end-to-end technical delivery of **32+ ERP projects**, translating complex business needs into configured solutions.
  - **Analyzed customer requirements** and performed **GAP analyses** to design and configure Odoo applications.
  - **Led the technical implementation of eInvoicing solutions**, including the **ZATCA framework for Saudi clients** and the national mandate in **Egypt**, ensuring full technical compliance (User Input).
- **Technical Integration & Problem-Solving:**
  - Led the technical integration of a client's third-party Loyalty Program, analyzing API documentation and mapping data flows (STAR Story).
  - Diagnosed a critical, post-go-live financial bug (rounding precision) and **executed a technical SQL script** to correct historical data, restoring P&L accuracy (STAR Story).
  - Conducted comprehensive acceptance testing and **technical training** for client teams.
- **Innovation:**
  - Identified a critical internal bottleneck and **built an AI-powered presales tool**; this tool reduced scope creation time by **65%** and was adopted by **80%** of the department.

MAJOR PROJECTS

- **Capstone Project (IE):** Initiated "Realista" Startup, acting as **Full Stack Developer**
- **Iberia Project (IE):** Developed a **Full Stack Web Application** for Iberia

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EDUCATION

IE School of Human Sciences and Technology | Madrid, Spain *Master's Degree in Computer Science and Business Technology* | (Sep 2019 – Jul 2020)

- Recipient of IE Foundation Scholarship

American University of Beirut | Beirut, Lebanon *Bachelor of Arts in Economics* | (Aug 2016 – Jun 2019)

CERTIFICATIONS & ADDITIONAL INFORMATION

- **Certifications: Cisco CCNA: Enterprise Networking, Security and Automation** , Fundamentals of Visualization with Tableau , Advanced Google Analytics
- **Languages:** Arabic (Native), English (Fluent), French (Fluent)
- **Clubs:** IE Consulting Club, **IE Technology and Innovation Club**, IE Blockchain Club