

# OMAR ALIEH

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## PROFESSIONAL SUMMARY

A senior Odoo ERP Expert and Team Lead with over five years of hands-on experience managing and executing complex, end-to-end implementations. I possess deep functional expertise in core ERP modules and industry-specific processes (F&B, Retail, Services). My experience spans the full project lifecycle, from presales GAP analysis and configuration to go-live, client training, and post-implementation support, including technical integrations like ZATCA eInvoicing.

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## CORE COMPETENCIES & SKILLS

- **ERP Expertise:** Odoo ERP Functional Expert, System Configuration, Module Expertise (F&B, Retail, Procurement, Inventory, PoS).
  - **Implementation:** End-to-End Project Management, GAP Analysis, Business Process Analysis, User Acceptance Testing (UAT), Data Migration, Client Training.
  - **Technical Skills:** eInvoicing (ZATCA, Egypt), API Integration, SQL, Python, Odoo Studio.
  - **Industry Knowledge:** Food & Beverage (F&B), Retail, Services, Trading, eCommerce.
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## PROFESSIONAL EXPERIENCE

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

- **Functional Leadership:**
  - Lead a team of 10 **functional consultants** specializing in the successful implementation of ERP projects for the **Food and Beverage industry**.
  - Developed an F&B "Industry Library" by gathering common requirements and documenting business flows, establishing the team as subject-matter experts (STAR Story).
  - Supervise and provide functional guidance to consultants, ensuring adherence to Odoo best practices and project milestones.
- **Project & Client Management:**
  - Create comprehensive project roadmaps and allocate resources to ensure timely delivery of ERP implementations.

- Managed client escalations related to functional gaps or project delays, turning a 2/5 rated project into a 5/5 success (STAR Story).

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

- **ERP Implementation & Configuration:**
    - Served as the lead functional consultant on **32+ ERP projects**, guiding **28+ companies** to a successful go-live.
    - **Analyzed customer's business requirements** and **configured Odoo applications** (including PoS, Inventory, Procurement, Accounting) to meet their specific needs.
    - Conducted deep-dive **GAP analyses** and customer workshops to map existing business cycles to new Odoo workflows (User Input).
    - Conducted comprehensive **acceptance testing** and **trained customer resources** to successfully use and maintain their Odoo applications.
  - **Technical & Localization Implementation:**
    - Led the end-to-end functional and technical implementation of mandatory **eInvoicing solutions**, including the **ZATCA framework for Saudi clients** and the national mandate in **Egypt** (User Input).
    - Led the technical integration of a client's third-party Loyalty Program, mapping API calls between the two systems (STAR Story).
    - Diagnosed and solved a critical, post-go-live financial bug (rounding precision) by designing and executing a technical SQL script, restoring stock valuation and P&L accuracy (STAR Story).
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## MAJOR PROJECTS

- **AI-Powered Appraisal & Performance Tools (Streamlit):** Developed two internal AI-powered tools for team leaders to automate performance reviews and monthly analytics, pulling raw data directly from the Odoo ERP system (User Input).
  - **AI-Powered Presales Tool:** Built an AI tool trained on previous Odoo scopes and roadmaps to automate new project estimations.
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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)

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## CERTIFICATIONS & ADDITIONAL INFORMATION

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