

Omar Alieh

Business Strategy Analyst | Tech Consulting

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Experience

Team Lead – 08/2023 to Present

Odoo Middle East, Dubai, UAE

- Lead a team of 10 consultants to successfully implement ERP projects across multiple industries, specializing in Food and Beverage.
- Execute an AI solution resulting in a remarkable 77% increase in the adoption of industry best practices across various departments.
- Implement agile methodologies and optimized resource allocation, resulting in a 30% reduction in project completion time.
- Manage client escalations, ensured project alignments, and conducted timely reviews, leading to a 96% increase in client satisfaction.
- Coordinate with the team to identify relevant innovative sustainable solutions to overcome any challenges.
- Implement regular, in-depth analyses of the organization's policies and processes to ascertain strengths
- Craft short and long-term, actionable plans in consultation with management and the team.
- Work closely with the team and participate in all team meetings, track schedules and deadlines, and follow up on important tasks.

Business Analyst and Project Manager – 02/2021 to 08/2023

Odoo Middle East, Dubai, UAE

- Analyzed customer business requirements, configured Odoo applications, and oversaw end-to-end implementation.
- Successfully implemented 32+ projects across various industries, enabling 28+ companies to go live with Odoo.
- Conducted acceptance testing and trained customer resources for effective usage and maintenance of ERP applications.
- Supervised the development of an AI-powered solution for the presales process, reducing scope creation time by 65% and increasing scope accuracy by 85%.
- Conducted market research and analysis of the data to conduct meetings and presentations to share ideas and findings.
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Part-time Regional Sales Manager (Remote) – 09/2020 to 02/2021

KaktusAI, London, UK

- Developed and executed strategic sales plans to penetrate new markets and expand market share, resulting in 20% increase in customer base and growth in sales volume.
- Implemented sales incentive programs and performance metrics to motivate sales teams and drive performance, resulting in increase in sales productivity and improvement in sales team retention rates.
- Negotiated and secured major contracts with key accounts, resulting in high amount in new business revenue and increase in customer lifetime value.
- Fostered strong relationships with channel partners, distributors, and retailers to increase product visibility, enhance brand presence, and drive sell-through, resulting in increase in channel sales.
- Led product launches and promotional campaigns to drive demand generation and market penetration, resulting in increase in market share within the region.

Education

Master's Degree in Computer Science and Business Technology – 2020

IE School of Human Sciences and Technology, Spain

Recipient of IE Foundation Scholarship

Bachelor of Arts in Economics – 2019

American University of Beirut, Lebanon

Achievements

IE Projects:

- Capstone Project (Initiated Realista Startup – Full Stack Developer).
- Term integration project (Developed a Full Stack Web Application for Iberia).

IE Extra-curricular projects:

- Deliveroo Challenge (Consulting and Sustainability project).
- IE Venture Lab (Chime In Startup - IT and Sales Executive).

Certifications

- Cisco CCNA: Enterprise Networking, Security and Automation.
- Fundamentals of Visualization with Tableau.
- Advanced Google Analytics Qualification.

Skills & Expertise

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| <ul style="list-style-type: none">• Leadership & Team Management• Communication & Negotiations• Problem Solving• Project Management• Strategic Planning• Business Process Optimization• Change Management• Planning & Organization• Data Analysis• Business Analysis | <ul style="list-style-type: none">• Decision Making• Microsoft Office• Quality Assurance• Market Research• Odoo ERP Functional Expert• Tableau, Blockchain• Cloud Computing• Basic Programming (Python, SQL, HTML, CSS, JS)• Technology Consulting• Attention to Detail |
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Languages

Arabic: Native | **English:** Fluent | **French:** Fluent