OMAR ALIEH

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PROFESSIONAL SUMMARY

A results-oriented Technology and Strategy Leader with over seven years of experience spanning digital transformation, enterprise (ERP/CRM) consulting, and team leadership. Proven ability to translate complex business challenges into high-impact technical solutions. Expertise in leading and mentoring high-performing teams, managing the full project lifecycle, and driving strategic initiatives from conception to deployment. A proactive innovator with hands-on experience building custom AI and automation tools to solve critical business bottlenecks, dramatically improving operational efficiency and providing data-driven strategic insights.

CORE COMPETENCIES & SKILLS

- **Consulting & Strategy:** Management Consulting, Digital Strategy, Business Transformation, Technology Roadmapping, Market-Entry Strategy, Operational Transformation, C-Level Advisory, Change Management.
- **Technical & Solutioning:** Solutions Engineering (Presales), Solution Architecture, GAP Analysis, Business Process Optimization, ERP/CRM Implementation (Odoo Expert), API Integrations (REST, Webhooks).
- **Leadership & Management:** Team Leadership & Mentorship, Project & Program Management (Agile, Waterfall), Client Relationship Management, Stakeholder Management, PMO, Crisis Management, Sales Enablement.
- **Data & Innovation:** Data Analytics & Visualization (Tableau, Power BI), AI & Gen AI (Custom Tool Development), Automation (Streamlit), Basic Programming (Python, SQL).
- Details from CVs:
    - **Soft Skills:** Client-facing, Detail-Oriented, Excellent Communicator, Innovative, Team Player.
    - **Additional Skills:** Decision Making, Quality Assurance, Market Research, Planning & Organization.

PROFESSIONAL EXPERIENCE

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

Leadership & Team Management:

- Lead, mentor, and guide a team of 10 functional consultants in the successful implementation of ERP projects, specializing in the Food and Beverage industry.
- Developed a comprehensive onboarding and mentorship program for new hires, enabling them to lead small projects independently within their second and third months.
- Supervise and provide guidance to consultants, ensuring adherence to best practices and project milestones.
- Work closely with the team, participate in all team meetings, track schedules and deadlines, and follow up on important tasks.

Strategic Initiatives & Innovation:

- **Developed a Streamlit app** to generate appraisal reports for services team leaders, **reducing report creation time from 6 hours to 30 minutes**. The tool is powered by AI to provide a year-long PDF insights report based on raw Odoo data (analyzing delivery speed, projects, billable hours, etc.).
- **Developed a second Streamlit app** for professional services leads to generate monthly team performance reports. The tool analyzes timesheets, projects delivered, team speed, and billable averages, comparing them to the previous month and providing a **precise action plan for improvements**.
- Executed the rollout of a new AI solution, driving a **77% increase in the adoption of industry best practices** across client departments.
- Authored and executed a market-entry strategy to expand the practice into the Retail sector, resulting in a **35% increase in project inflow** within the first six months.
- Led a cross-functional initiative with Sales and Marketing to create the company's first-ever industry-focused White Paper (POS for F&B), a key strategic asset that generated significant new business leads.

Project & Client Management:

- Create comprehensive project roadmaps, allocate resources, and establish project timelines to ensure timely and efficient project delivery.
- Implement agile methodologies and optimized resource allocation, resulting in a **30% reduction in average project completion time**.
- Manage client escalations and address concerns promptly. Turned a high-risk client relationship (rated 2/5) into a strategic partnership (rated 5/5), securing a major upsell.
- Conduct timely reviews and ensure project alignments, leading to a **96% client satisfaction rate**.

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

Project Delivery & Technical Implementation:

- Successfully implemented **32+ ERP projects** across various industries (F&B, Services, Trading, Retail, eCommerce), enabling **28+ companies** to go live.
- Analyzed customer's business requirements and configured Odoo applications, overseeing every aspect of the end-to-end implementation process.
- Led the end-to-end implementation of country-specific **eInvoicing solutions**, including the **ZATCA framework for Saudi clients** and the national mandate in **Egypt**.
- Led the technical integration of a client's third-party Loyalty Program, managing the API-driven project from documentation analysis to final deployment.
- Conducted acceptance testing and trained customer resources to successfully use and maintain the ERP applications.

Presales & Solution Design:

- **Enabled over $250,000 in new sales** by conducting deep-dive GAP analyses and customer workshops for mid-size companies, analyzing their business cycles and delivering clear roadmaps for the defined scope.
- Analyzed and estimated success packs as a presales analyst, supporting salespeople with flows and addressing technical concerns.

Innovation & Problem-Solving:

- Supervised the development of an **AI-powered presales solution** (web app) that was adopted by **80%** of the department, **reducing scope creation time by 65%** and increasing scope accuracy by **85%**.
- Demonstrated advanced problem-solving by identifying a critical financial bug in a live client system; proactively designed and executed a technical script solution, restoring data integrity and strengthening client trust.
- Successfully managed a high-pressure ERP implementation with a strict go-live deadline; led on-site crisis management to navigate last-minute data challenges, ensuring **zero operational stoppage** for the client.

KaktusAl | London, UK (Remote) **Part-time Regional Sales Manager** | (Sep 2020 – Feb 2021)

- Analyzed market and corporate trends in the MENA region and developed a network of potential partners.
- Developed and executed strategic sales plans, resulting in a **20% increase in customer base**.
- Collaborated with the Marketing team to develop and execute marketing strategies specific to each potential client.
- Established sales objectives and formulated strategies to increase client reach and market share, presenting recommendations to the CEO.
- Negotiated and secured major contracts with key accounts.
- Fostered strong relationships with channel partners to increase product visibility.

MAJOR PROJECTS

- **AI-Powered Appraisal Report Generator (Streamlit):** Internal tool for services team leaders to automate performance reviews, reducing report generation time from 6 hours to 30 minutes.
- **Monthly Team Performance & Analytics App (Streamlit):** Internal dashboard for leads to analyze team metrics (billables, project speed, etc.) and receive AI-driven action plans for improvement.
- **AI-Powered Presales Automation Tool:** Internal web app to automate scope creation and estimation. Reduced scoping time by 65% and was adopted by 80% of the department.
- **Capstone Project (IE):** Initiated "Realista" Startup (Full Stack Developer).
- **Term Integration Project (IE):** Developed a Full Stack Web Application for Iberia.
- **Deliveroo Challenge (IE):** Consulting and Sustainability project.
- **IE Venture Lab:** "Chime In" Startup (IT and Sales Executive).

EDUCATION

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

- GPA: 3.6/4.0
- Recipient of IE Foundation Scholarship

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

- GPA in major courses: 3.5/4.0

CERTIFICATIONS

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

ADDITIONAL INFORMATION

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

- **Clubs:** IE Consulting Club, IE Technology and Innovation Club, IE Blockchain Club, AUB Outlook (PR Team)
- **Hobbies:** Basketball, Football, Swimming, Traveling