

OMAR ALIEH

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PROFESSIONAL SUMMARY

A results-driven Customer Success and Account Manager with over five years of experience in the enterprise technology (ERP/SaaS) sector. Proven ability to build and maintain high-trust C-level relationships, manage complex client escalations, and drive long-term portfolio health. I excel at translating client business needs into actionable solutions, ensuring high adoption, and identifying strategic upsell opportunities, consistently achieving top-tier client satisfaction ratings.

CORE COMPETENCIES & SKILLS

- **Client Relationship Management:** C-Level Advisory, Strategic Account Management, Stakeholder Management.
 - **Customer Success:** Client Onboarding & Training, User Adoption, Client Retention, Escalation Management.
 - **Commercial Acumen:** Upselling & Cross-Selling, Contract Renewals, Client-facing Negotiations, Sales Enablement.
 - **Technical Skills:** ERP/CRM Platforms (Odoo Expert) , Data Visualization (Tableau), API Integration Concepts.
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PROFESSIONAL EXPERIENCE

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

- **Client Relationship & Escalation Management:**
 - Managed all client escalations, personally engaging with frustrated stakeholders to address concerns.
 - Turned around a high-risk, frustrated client relationship (rated 2/5) by re-managing expectations and delivering a tailored solution, resulting in a **5/5 satisfaction rating** and a **major upsell** for additional requirements (STAR Story).
 - Acted as the senior point of contact for strategic accounts, conducting timely reviews to ensure project alignment and maintain a **96% client satisfaction rate**.
- **Team Leadership & Capability Building:**
 - Led and mentored a team of 10 consultants, coaching them on client communication and best practices.

- Developed a comprehensive onboarding and training program, empowering new hires to manage client relationships effectively within their first 3 months (STAR Story).

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

- **Client Onboarding & Implementation:**
 - Managed the end-to-end relationship for **32+ enterprise projects**, guiding **28+ companies** from initial sale to successful go-live and adoption.
 - Conducted comprehensive **acceptance testing and client training workshops** to ensure customer resources could successfully use and maintain their new ERP applications long-term.
- **Account Growth & Presales Support:**
 - **Enabled over \$250,000 in new sales** by conducting deep-dive workshops, understanding client business cycles, and defining clear roadmaps that secured client buy-in (User Input).
 - Analyzed and estimated project "success packs" as a presales analyst, supporting the sales team by translating complex client needs into viable solutions.

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

- Analyzed market trends in the MENA region to **develop a network** and foster strong relationships with potential partners and key accounts.
- Collaborated with marketing to develop and execute client-specific strategies.
- Established sales objectives and formulated strategies to increase client reach, resulting in a **20% increase in customer base**.

MAJOR PROJECTS

- **AI-Powered Performance Tools (Streamlit):** Developed two internal AI-powered Streamlit apps for team leaders to automate performance appraisals and monthly reports, providing deep insights into team performance and clear action plans for improvement (User Input).
- **AI-Powered Presales Tool:** Built an AI tool to automate project scoping, reducing time-to-value for new clients by **cutting scope creation time by 65%**.
- **eInvoicing Implementation (ZATCA):** Led the implementation of mandatory eInvoicing frameworks for clients in Saudi Arabia and Egypt, ensuring their financial operations remained compliant (User Input).

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