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Top Skills

Zapier
Jupyter
Customer Relationship Management
(CRM)

Languages

French (Professional Working)
English (Full Professional)
Arabic (Full Professional)

Certifications

CCNA: Enterprise Networking,
Security, and Automation
Advanced Google Analytics
Qualification
Cambridge English Assessment, C1
Level
Fundamentals of Visualization with
Tableau

Honors-Awards

IE Foundation Scholarship

Omar Alieh

Digital Transformation Leader | AI-Powered ERP Solutions | Building
Enterprise Systems for MENA | Team Lead @ Odoo ME
Dubai, United Arab Emirates

Summary

I build solutions to problems that others accept as "just how things are."

At Odoo Middle East, I lead a team delivering digital transformation for enterprises across the GCC. Over the past 5 years, I've guided 50+ implementations across F&B, retail, and eCommerce—helping 40+ companies transition from fragmented, manual operations to integrated, data-driven systems.

But implementation is only half the story.

The other half is innovation. When I see a problem, I don't just document it—I solve it. When our performance review process took 6 hours, I built an AI-powered tool that cut it to 30 minutes. When our presales team struggled with estimation accuracy, I created an automation system that reduced scoping time by 65% and improved precision by 85%.

This is what drives me: the intersection of technology and business impact.

WHAT I DO:

Digital Transformation & ERP Strategy

Leading end-to-end implementations—from GAP analysis and solution design to go-live and adoption. My focus is on sustainable change, not just software deployment.

AI & Process Automation

Building custom tools (Python, Streamlit) that solve real business problems. I believe the best consultants are those who can both strategize and execute technically.

Team Leadership & Development

Managing 10 functional consultants, creating onboarding frameworks that accelerate capability building, and maintaining a 96% client satisfaction rate through proactive relationship management.

Strategic Problem-Solving

Whether it's turning around a failing client relationship, designing a market-entry strategy that drove 35% growth, or navigating complex technical integrations, I thrive on ambiguous, high-stakes challenges.

INDUSTRIES:

Food & Beverage • Retail • eCommerce • Services • Trading

TECHNICAL FOUNDATION:

AI tools • ERP Systems (Odoo) • Python • SQL • API Integration • Data Analytics (Tableau) • eInvoicing • Agile Methodologies

BACKGROUND:

MSc, Computer Science & Business Technology - IE Madrid
(Scholarship Recipient)

BA, Economics - American University of Beirut

Based in Dubai | Fluent in Arabic, English, French

I'm always interested in connecting with people working on complex problems at the intersection of technology and business strategy. Whether you're tackling digital transformation, exploring AI applications, or building high-performing teams, let's exchange ideas.

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Experience

Odoo

4 years 10 months

Professional Services Team Lead

August 2023 - Present (2 years 4 months)

Dubai, United Arab Emirates

Leading digital transformation delivery for enterprise clients across the GCC, specializing in the Food & Beverage sector.

Building Innovation Into Operations:

- Developed AI-powered performance management tools (Streamlit/Python) that reduced manual reporting time from 6 hours to 30 minutes, enabling leadership to focus on strategic decision-making rather than data compilation
- Created automated team analytics system that generates monthly performance insights and AI-driven action plans for continuous improvement
- Drove 77% increase in adoption of industry best practices through strategic rollout of AI-enabled solutions

Team Development & Leadership:

- Built and scaled a team of 10 functional consultants through structured onboarding and mentorship programs
- Reduced average project delivery time by 30% by implementing agile methodologies and optimizing resource allocation
- Maintained 96% client satisfaction rate through proactive escalation management and strategic account planning

Strategic Initiatives:

- Authored market-entry strategy for Retail sector that generated 35% increase in project pipeline within 6 months
- Created F&B "Industry Library" of standardized business processes, positioning team as subject-matter experts
- Led cross-functional initiative to produce company's first industry-focused thought leadership content

Presales Consultant (Solutions Engineer)

January 2022 - January 2025 (3 years 1 month)

Dubai, United Arab Emirates

- Engineered and launched an AI-powered scope builder and estimator, a critical presales tool that automated the technical discovery process. This initiative reduced scope creation time by 62% and estimation time by 47%.
- Partnered closely with the sales team as the lead technical consultant on 30+ enterprise accounts. My role involved conducting detailed GAP analysis workshops, designing custom workflows, delivering tailored product demonstrations, and responding to complex RFPs to secure technical wins.

- Developed and executed a strategic plan to penetrate the Retail and F&B industries, leading to a 35% increase in qualified project inflow and establishing Odoo as a key solution in the sector.
- Authored a widely-praised White Paper on Point of Sale (POS) solutions for the Food & Beverage sector, a key marketing asset that generated significant high-quality leads.

Project Manager

August 2022 - August 2023 (1 year 1 month)

Dubai, United Arab Emirates

- Analyzed customer's business requirements and configured Odoo applications to meet his needs and was responsible for every aspect of the implementation process
- Implemented 20+ projects from different industries and allowed 12+ companies to go live with Odoo
- Conducted acceptance testing and training customer resources to successfully use and maintain the ERP applications
- Expanded my knowledge in several industries such as F&B, Services, Trading, Retail and eCommerce in addition to project management skills and client-handling
- Analyzed and estimating success packs as a presales analyst while supporting salespeople with flows and concern

Functional Consultant / Business Analyst

February 2021 - August 2022 (1 year 7 months)

Dubai, United Arab Emirates

Led end-to-end implementation of enterprise ERP solutions across diverse industries.

Implementation & Delivery:

- Delivered 32+ ERP implementations, bringing 28+ companies from manual operations to fully integrated digital systems
- Managed high-complexity projects including mandatory eInvoicing frameworks (ZATCA for Saudi Arabia, Egypt national mandate)
- Led technical integration of third-party API systems, including loyalty programs and external platforms

Innovation & Problem-Solving:

- Identified critical bottleneck in presales process; built AI-powered automation tool adopted by 80% of department, reducing scope creation time by 65% while improving accuracy by 85%
- Resolved critical post-go-live financial discrepancy by diagnosing rounding precision bug and executing technical SQL solution, preserving client trust and data integrity
- Enabled \$250K+ in new sales through deep-dive GAP analyses and strategic workshops that translated business requirements into clear implementation roadmaps

Client Success:

- Transformed high-risk client relationship (2/5 satisfaction) into strategic partnership (5/5) through expectation recalibration and tailored solution delivery
- Conducted comprehensive training programs ensuring long-term client adoption and system sustainability
- Managed on-site crisis situations during critical go-lives, maintaining zero operational downtime

Kaktus AI

Regional Partnerships Manager

September 2020 - September 2021 (1 year 1 month)

London, England, United Kingdom

- Developed MENA market-entry strategy and sales frameworks, achieving 20% growth in regional customer base
- Built partner network and negotiated key account contracts
- Collaborated with marketing on region-specific go-to-market strategies

YourNoah

Sales Intern

September 2020 - January 2021 (5 months)

London, England, United Kingdom

BLOM BANK s.a.l.

Retail Banking Intern

August 2018 - September 2018 (2 months)

Beirut, Lebanon

- Advised clients on banking products and services
- Collaborated with coworkers to establish high-quality customer service and effective communication with customers

- Built professional knowledge by shadowing investment banking operations and growing personal networks with professionals in the field

EDM

Hardware Specialist Intern

December 2017 - January 2018 (2 months)

Beirut, Lebanon

- Built professional relationships with department managers which allowed me to gain knowledge about networking.
- Helped co-workers in repairing hardware and discover its elements while paying attention to detail.

Olivetti

IT and Sales Intern

May 2015 - June 2015 (2 months)

Beirut, Lebanon

- Increased my knowledge on Computer and Communication Engineering by building excellent relationships with my coworkers.
- Delivered several projects using Visual Studio and enhanced my technical skills
- Acquired strategic selling techniques while working at the multimedia store and interacting with clients

Education

IE School of Human Sciences and Technology (HST)

Master in Computer Science and Business Technology · (2019 - 2020)

Cisco Networking Academy

Computer Systems Networking and Telecommunications · (2020 - 2021)

American University of Beirut

Bachelor of Arts in Economics, Economics · (August 2016 - June 2019)