

OMAR ALIEH

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PROFESSIONAL SUMMARY

A highly skilled Technical Delivery Consultant with over five years of hands-on experience managing the end-to-end implementation of enterprise ERP solutions. I possess deep expertise in project management, requirements gathering, system configuration, and client training. I am dedicated to ensuring high-quality, on-time delivery, managing complex technical challenges, and ensuring solutions are perfectly aligned with client business objectives.

CORE COMPETENCIES & SKILLS

- **Project Delivery:** End-to-End Implementation, Project Management (Agile), Resource Allocation, Quality Assurance, Project Timelines & Roadmapping.
 - **Technical Implementation:** System Configuration, Requirements Analysis, GAP Analysis, Acceptance Testing, Data Migration, eInvoicing (ZATCA, Egypt).
 - **Client Management:** Client Onboarding & Training, Escalation Management, Stakeholder Communication.
 - **Technical Skills:** Odoo ERP Functional Expert , API Integrations, Python, SQL , Tableau.
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PROFESSIONAL EXPERIENCE

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

- **Delivery Leadership:**
 - Lead a team of 10 functional consultants in the **successful implementation** of complex ERP projects.
 - Create comprehensive **project roadmaps**, allocate resources, and establish project timelines to ensure timely and efficient project delivery.
 - Supervise and provide technical guidance to consultants during the implementation process, ensuring adherence to best practices and project milestones.
- **Process Improvement & Quality:**
 - Implemented agile methodologies, resulting in a **30% reduction in average project completion time**.

- Managed all client escalations, addressing technical and timeline concerns promptly to maintain project alignment and client satisfaction.

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

- **Hands-on Implementation & Configuration:**
 - Served as the lead consultant for **32+ projects**, successfully guiding **28+ companies** to go-live on Odoo.
 - **Analyzed customer's business requirements** and **configured Odoo applications** to meet their needs, taking responsibility for every aspect of the implementation process.
 - Led the end-to-end 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, managing the API-driven project from documentation analysis to deployment (STAR Story).
- **Testing, Training & Go-Live:**
 - Conducted comprehensive **acceptance testing** and delivered detailed **training** to customer resources to ensure successful, long-term use and maintenance of the ERP.
 - Managed a high-pressure project with a strict go-live deadline, leading on-site crisis management to navigate last-minute data challenges and ensure **zero operational stoppage** (STAR Story).
 - Diagnosed and solved a critical, post-go-live financial bug by designing and executing a technical script, restoring data integrity (STAR Story).

MAJOR PROJECTS

- **AI-Powered Appraisal & Performance Tools (Streamlit):** Developed two internal AI-powered tools for team leaders to automate performance reviews and monthly analytics, providing deep insights into **delivery speed, billable hours, and projects implemented** (User Input).
- **AI-Powered Presales Tool:** Built an AI tool to automate project scoping, **improving scope accuracy by 85%** and reducing estimation time.
- **Capstone Project (IE):** Initiated "Realista" Startup (Full Stack Developer)
- **Iberia Project (IE):** Developed a Full Stack Web Application for Iberia

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