

OMAR ALIEH

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PROFESSIONAL SUMMARY

A highly analytical and proactive consultant with a Master's in Computer Science & Business Technology and over five years of professional experience. I bring a strong, client-facing skillset, a proven ability to solve complex problems, and a "builder" mindset, demonstrated by creating novel AI tools to drive efficiency. I thrive in fast-paced team environments and am eager to apply my analytical rigor and leadership experience to deliver high-impact results.

CORE COMPETENCIES & SKILLS

- **Core Consulting Skills:** Analytical Problem-Solving, Data Analysis, Client Communication, Stakeholder Management, Project Management, Teamwork.
 - **Technical Acumen:** Data Analytics & Visualization (Tableau), AI & Automation Concepts, Python, SQL, ERP Systems.
 - **Business Skills:** Business Requirements Analysis, Process Improvement, Strategic Planning.
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PROFESSIONAL EXPERIENCE

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

- **Leadership & Client Management:**
 - Lead and mentor a team of 10 consultants, coaching them on analysis and delivery best practices.
 - **Managed client escalations** and high-pressure situations, successfully turning a frustrated client (2/5 rating) into a long-term partner (5/5 rating) (STAR Story).
- **Problem-Solving & Initiative:**
 - **Took the initiative** to build two AI-powered Streamlit apps to solve a key business challenge (performance reporting), automating a 6-hour manual process down to 30 minutes (User Input).
 - Implemented agile methodologies to improve team efficiency, **reducing project completion time by 30%**.

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

- **Analytical & Problem-Solving Skills:**
 - Analyzed complex business requirements for 32+ clients across diverse industries.
 - Demonstrated deep analytical skills by diagnosing a critical financial bug in a live system; designed and executed a technical script to solve the problem, restoring data integrity (STAR Story).
 - **Initiative & "Builder" Mindset:**
 - Identified a major internal bottleneck and proactively built an AI-powered presales tool, which was adopted by 80% of the department and cut scoping time by 65%.
 - **Project Execution:**
 - Managed the end-to-end implementation of 32+ projects, including planning, data migration, testing, and training.
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MAJOR PROJECTS & EXTRA-CURRICULAR

- **Deliveroo Challenge (IE):** Selected to develop a consulting and sustainability project for Deliveroo, applying analytical and strategic frameworks to a real-world business problem.
 - **Capstone Project (IE):** Initiated "Realista" Startup, acting as Full Stack Developer and demonstrating technical and entrepreneurial skills.
 - **IE Venture Lab:** Co-founded "Chime In" Startup, acting as IT and Sales Executive.
 - **Iberia Project (IE):** Developed a Full Stack Web Application for Iberia, showcasing technical delivery skills.
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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, IE Blockchain Club