

OMAR ALIEH

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PROFESSIONAL SUMMARY

Digital Transformation Manager with extensive experience in ERP implementation, project management and team leadership. Expert in digitizing operations in industries like Retail, F&B and Professional Services using process engineering and leveraging innovative technologies.

EDUCATION

IE School of Human Sciences and Technology

Master's Degree in Computer Science and Business Technology

Madrid, Spain

Sep 2019 - Jul 2020

- 3.6/4.0 GPA
- Recipient of IE Foundation Scholarship

American University of Beirut

Bachelor of Arts in Economics

Beirut, Lebanon

Aug 2016 - Jun 2019

- 3.5/4.0 GPA in major courses

PROFESSIONAL EXPERIENCE

Odoo Middle East

Team Lead

Dubai, United Arab Emirates

Aug 2023 – Present

- Lead a team of 10 consultants in the successful implementation of ERP projects within various industries with an emphasis on Food and Beverage and Retail.
- Developed a strategic plan to integrate the Retail Industry into the team's vision, resulting in increased project inflow by 35%.
- Built an AI scope builder and estimator which lead to a 62% decrease in scope creation time and a 47% decrease in estimation time.
- Created a new service offering Rapid Implementation which enabled a 30% decrease in project completion time and an enabled proper allocation of resources.

Odoo Middle East

Business Analyst & Project Manager

Dubai, United Arab Emirates

Feb 2021 – Aug 2023

- Analyzed customer business requirements, configured Odoo applications, and managed end-to-end implementation.
- Implemented 32+ projects from different industries and allowed 28+ companies to go live with Odoo.
- Conducted acceptance testing and training customer resources to successfully use and maintain the ERP applications.
- Increased client satisfaction to 96% by managing client escalations, project alignments and timely reviews.
- Created a White Paper for Point of Sale solutions, focusing on the Food & Beverage sector, which generated significant leads and received high praise from management.

KaktusAI

Part-time Regional Sales Manager

London, UK (remote)

Sep 2020 – Feb 2021

- Analyzed market and corporate trends in the MENA region and developed network and relationships with potential partners in the region.
- 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, market share and presented recommendations to the CEO.

SKILLS

Technical Skills: Odoo ERP Functional Expert, Tableau, Blockchain, Cloud Computing, AI, Machine Learning, Basic Programming (Python, SQL, HTML, CSS, JS), Data Analytics and Business Analytics.

Soft Skills: Client-facing, Excellent Communicator, Project Management, Innovative, Team Player, Cross-functional knowledge

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.