

Omar Osman

Product Manager

Location: Amsterdam, North Holland, Netherlands

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Experience

Product Manager - SkillLab

Amsterdam, Netherlands - May 2023 - Present - 1 year 2 months

- Drive the execution of all processes in the product lifecycle, including product and market research, planning, requirements and roadmap development, product launch, and success measurement.
- Ensure the continuous improvement and maintenance of both the admin portal and the end user application, including the implementation of single sign-on (SSO) and other critical integrations.
- Oversee the performance of SkillLab's API product, ensuring the delivery of robust, scalable, and well-documented API endpoints that effectively meet customer needs.
- Collaborate with internal and external stakeholders to align on product vision, fostering strong relationships with developers, customers, and partners, and gathering feedback for informed decision-making.

Product Manager - toters delivery

Beirut, Lebanon - Mar. 2020 - Apr. 2023 - 3 years 2 months

- Manage the development of various products, including the customer loyalty program, a comprehensive cloud-based contact center supporting chat, VoIP calls, and SMS, as well as several internal tools.
- Collaborate closely with cross-functional teams, including engineering, design, marketing, content, operations, and finance to ensure alignment on product goals and delivery timelines.
- Leverage data-driven insights by performing in-depth data analysis using SQL and app tracking tools (e.g., Google Analytics, Flurry) to monitor user behaviour and measure the feature success.

Web Development Trainer - Codi Tech, TUMO Beirut, and the American University of Beirut

Beirut, Lebanon - Oct. 2017 - Feb. 2020 - 2 years 5 months

Intern, Web Development - Clerve

Beirut, Lebanon - Aug. 2017 - Sept. 2017 - 4 months

Intern, Software Quality Assurance - ITXI

Beirut, Lebanon - Jan. 2017 - May 2017 - 5 months

Responsible for installing, configuring, and testing Web, Android, IOS, and Windows applications.

Education

American University of Beirut (AUB), Online

Feb. 2024 - Dec. 2024

Certificate: AI & Data Science Professional Diploma

Lebanese American University (LAU), Beirut, Lebanon

Sept. 2015 - Dec. 2019

Degree: B.S. in Computer Science

Activities & Societies: Teaching Assistant, Model United Nations, Rugby League, CS Club, Hiking and Camping Club

Languages

Fluent in English, French, and Arabic (writing, reading, and speaking)

Volunteering Experience

Logistics Coordinator - LAU Model United Nations

Sept. 2017 - May 2018 - 11 months

Emergency Medical Technician - Lebanese Civil Defense

Feb. 2019 - Mar. 2023 - 4 years 3 months