

# Omar Osman

## Product Manager

Location: Beirut, Lebanon

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Date of birth: 20 - 10 - 1997

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## Experience

### Senior Product Manager - Whish Money

Beirut, Lebanon May 2025 - Present - 9 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.

### Product Manager - SkillLab

Amsterdam, Netherlands - May 2023 - April 2025 - 2 years

- Ensure the continuous improvement and maintenance of both the admin portal and the end user application, including the implementation of client CRM integrations and their external partners or vendors.
- 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 product backlog, prioritise tasks, and ensure teams are aligned and prepared for development cycles.
- Lead the development of products including a customer loyalty program and a comprehensive cloud-based contact center that integrates chat, VoIP, and SMS.
- Collaborate closely with cross-functional teams, including engineering, design, marketing, content, operations, and finance to ensure alignment on product goals and delivery timelines.
- Implement and optimise product features based on data-driven insights from tools such as SQL, Google Analytics, and other tracking systems.

### 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 - Clevre

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

### Intern, Software Quality Assurance - ITXI

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

## 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

## 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