Ahmed Ammoush

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PROFESSIONAL SUMMARY

Technical Operations Manager at Presto, Libya's leading e-commerce and delivery platform, with a BSc in Computer Science and about six years of experience in IT support, ERP (Odoo) operations and operational controls. Responsible for IT general controls in practice: user access and roles, change and release testing, incident response, and data integrity between systems. Also builds internal tools on the Odoo API (B2B supplier dashboard, KPI dashboards, Python automation). Experienced in reconciling system data with source records and documenting evidence for every finding.

CORE COMPETENCIES

- **IT general controls:** user access and roles, segregation of duties, approval workflows (Odoo 16 / 19)
- **Change management:** staging-before-production testing, release verification
- **Incident management and system support:** response-time targets, temporary workarounds, root-cause follow-up
- **Data integrity and reconciliation:** cross-system matching, variance analysis, SQL, Excel, Metabase
- **Systems development:** Odoo API / RPC integrations, Python automation, dashboard development (Odoo, Metabase)
- **Documentation and reporting:** evidence files, process documentation, KPI definitions, management dashboards
- **Inventory and procurement controls:** stock counts, goods-receipt matching to purchase orders, replenishment planning
- **Communication and coordination:** cross-functional work with development, finance, marketing and operations; supplier and customer communication; user training and written guides
- **Team leadership:** led warehouse staff and workflows; supervised daily sales and helpdesk operations

EDUCATION

Bachelor's Degree in Computer Science | Al-Rifaq University, Libya | Graduated Feb 2023

LANGUAGES

Arabic (native) | English (upper-intermediate)

PROFESSIONAL EXPERIENCE

Technical Operations Manager, Grocery Division | Bakr for E-Commerce & Delivery (Presto) Jun 2026 to Present

Promoted from Category Supervisor.

- Turn what operations needs into clear specifications for the development team, then check that what gets delivered actually does the job.
- Test every change on staging before it goes to production, and sign off releases.
- First point of contact for Odoo and app issues, including sync problems and orders stuck between Odoo and the customer and courier apps; workarounds stay in place until the root cause is fixed. Every production incident is closed and documented.
- Manage user accounts and roles, keep duties separated, and review bulk updates to products, prices and quantities before they go in.
- Reconcile orders, invoices and stock between Odoo and the app, and run branch stock counts, tracing each mismatch to its cause. Order and stock variance kept within the agreed limit, and delivered-but-unbilled orders brought down substantially.
- Prepare Odoo and connected apps for new branches and warehouses, and check migration files before they are approved.
- Build internal tools on the Odoo API, including a B2B supplier dashboard, live KPI dashboards in Odoo and Metabase, and Python scripts for recurring reports and manual tasks. Also write user guides and run training to cut down user errors.
- Defined the KPIs (formulas, data sources, baselines) for the operations plan presented to management.

Category Supervisor | Bakr for E-Commerce & Delivery (Presto) Mar 2024 to Jun 2026

- Kept stock at target cover, planned reorders and supplier orders in Odoo and Excel based on stock cover and sales history, and checked goods receipts against purchase orders.
- Tracked sales, velocity, availability and slow-moving stock by category, item and branch, and adjusted the range and replenishment to match.
- Set item prices against purchase cost and competitor prices, kept branch price lists up to date, and used pricing, promotions and availability to grow category sales.
- Worked with suppliers day to day and helped launch new supply partnerships.
- In 2025, assigned to the Benghazi branch warehouse to lift its sales and service, working out its needs with finance and operations.
- Monitored stock across sub-warehouses, planned weekly distribution with marketing and operations, and prepared purchasing, restock and shortage reports for HQ and branches.
- Helped move the branches from Odoo 16 to Odoo 19 in 2026, checking stock and order data around the cutover.

Warehouse Manager | Al-Zaitoune Al-Bayda Co. Mar 2023 to Feb 2024

- Ran receiving, storage, dispatch and stock reconciliation.
- Kept stock records and item classification accurate so items were easy to find, and worked with purchasing and production to keep stock at the right level and avoid shortages.
- Led the warehouse team and the day-to-day workflow.

Sales Helpdesk Officer | Lion Star Company Jan 2020 to Dec 2021

- Supervised daily sales operations and made sure financial closing was done accurately.
- Solved customers' system issues and shortened response times.
- Supported sales initiatives and day-to-day performance at the sales centres.

Technical Support Specialist | Al-Meddad Company Sep 2019 to Dec 2019

- Installed and configured software on client systems.
- Trained clients and gave them ongoing technical support across several channels, finding and fixing software issues to reduce downtime.
- Worked with the development team on enhancements that improved client workflows.