

OMAR SALAYMEH



Omar is responsible for everything customer experience at Bonfire, from implementation to full adoption to renewal. He has had the opportunity to build the Client Experience department from a team of one to a dynamic group of 20+ team members comprised of client success managers, implementation specialists, support agents, and trainers. The team has consistently delivered industry-leading customer experience; achieving NPS scores of 70+, retention rates of 98%, and consistent net-negative churn rates. As a partner of the Bonfire executive team, Omar works collaboratively with the team to set and execute strategies for corporate culture and client engagement. With a degree in Mechanical Engineering from the University of Waterloo and a P. Eng. designation, Omar previously held roles outside of Bonfire as an Energy Analyst and Project Manager. He is passionate about technology and helping others understand how they can leverage it to make life easier, and make their customers happy.