

MAITHA ALBLOOSHI



Dubai



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WORK HISTORY

EService Provisioning Officer, 03/2020 - Current

Smart Dubai Government, Dubai - *UAE PASS Project*

- Working on initiation and management of UAE PASS in terms of product development, marketing, onboarding, support, and liaising with stakeholders internally and externally.
- Developed the product vision, strategy, and roadmap and helped conduct periodic review of service based on users' feedback (workshop, surveys, incident logs, and adoption reports) and suggest service enhancement.
- Documented user stories, specifications and product features into detailed work order to communicate across teams and build mandatory requirements.
- Gained a thorough understanding of key business drivers and used this understanding to assist in making business decisions relating to system implementation, application modification, maintenance, etc.
- Identified opportunities for continued improvements of business processes, cost reduction, and productivity and ensured their implementation.

EService Provisioning Officer, 08/2017 - 02/2020

Smart Dubai Government, Dubai - *Rashid (AI Chatbot) Project*

- Conducted interviews with key business users to collect information on business processes and user requirements for the Rashid (AI Chatbot).
- Designed new customer experiences by gathering business and technical requirements, process design, system changes, user testing, analysis and reporting.
- Assessed impact of current business processes on users and stakeholders and evaluated potential areas for improvement.
- Led cross-functional teams to analyze and understand enterprise-wide operational impacts and opportunities of technology changes.
- Prepared and organized training sessions for the government and private sector to spread awareness about AI and help them to define and extract best use cases where AI can add value and could improve the effectiveness of their current services.
- Coordinated with the government entities to build proof of concept for one of their defined use cases using different AI capabilities and tools.

EDUCATION

- Professional Diploma: Designing Cities: Digital Service Design - University of Dubai - 2020
- Master Of Science: Professional Studies - Data Analytics - Rochester Institute of Technology - Dubai (GPA: 3.73) - 2020
- Bachelor of Science (B.Sc: Information - Systems and Technology Management - Zayed University - Dubai (GPA: 3.46) - 2016

PROFESSIONAL SUMMARY

Seasoned and proactive professional with a unique hybrid skillset that touches leadership, product road mapping, requirements gathering, GTM strategies and API integrations, focused on bringing alignment between departments, determining tools and strategies to drive project success and prioritizing efficiency and accountability. Offering significant experience applying exceptional planning and problem-solving abilities toward enhancing collaboration between development teams and day-to-day activities. Results-driven and resilient in developing teams while improving processes and increasing productivity. Bringing solid understanding of industry trends, excellent communication skills, talent for spotting areas in need of improvement and implementing changes with strategic approach.

Arabic (Native), English (Fluent)

SKILLS

Business Analysis, Business processes, Critical thinking, Data Mining, IT Project Management, Marketing, Problem Solving, Process design, Product Management, Public speaking, Research, Strategic Management, System Analysis, Organization and Time management, Communication, Information gathering and analysis, Data Science, Product Development, Machine Learning, Technical Analysis

CERTIFICATIONS

- Certified Business Analysis Professional (CBAP)
- ITIL Foundation
- DevOps Foundation
- Certified Associate in Project Management
- Certified in Software Product Management
- IBM Certified Developer - Watson V4