



NAJIA MAQSOOD

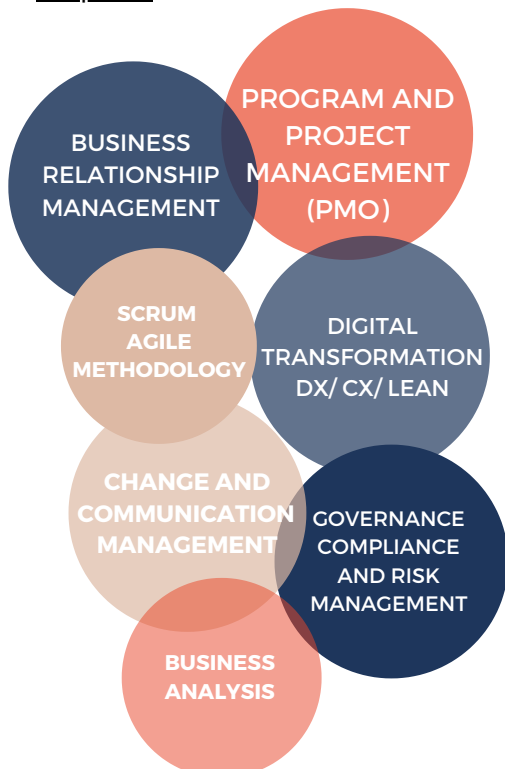
CONTACT NAJIA

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MEET NAJIA

Najia is a senior project manager IT and SCRUM Master. She leads and executes digital transformation projects for various IT and business functions. She has demonstrated experience in project management, business consultancy, and innovation, and holds certifications in project management, SCRUM, HR, and strategic management.

She is passionate about leveraging emerging technologies, SDLC and agile methodologies to deliver value-added solutions and enhance customer experience. She has a proven track record of managing complex and cross-functional projects, performing business analysis, ensuring IT governance and risk management, and facilitating change and release management. She also has a strong background in research and lecturing on topics such as ethics of emerging technologies and Fintech.

WORK HISTORY

SR. PROJECT MANAGER IT- DIGITAL TRANSFORMATION AHLI UNITED BANK

June 2022- present Bahrain

- Program Manager and SCRUM Master of digital transformation projects overseeing IT Middleware, Retail Banking CRM, Robotic Process Automation, Treasury Operations, FX Enterprise RM workbench, and Group Branch Operations.
- Facilitate Daily Scrums, Sprint Planning, Product Backlog refinement, Sprint, Retrospectives/ Reviews and Release planning.
- Work with business partners and product owners to ensure high quality business requirements documentation, facilitate UAT and achieve sign-off.
- Perform business analysis to prepare business case, HLD, Project Initiation Charters. Manage projects on Azure Devops, Jira and MS Project.
- Work with PMO to ensure adherence to SDLC and SCRUM framework, project management best practices, policies and procedures, IT governance, risk and issues management and audit readiness.
- Manage Devops delivery teams, change and release management process.
- Facilitate SteerCo. meetings, strategic reporting, project criticality, squad onboarding, vendor management, budgeting, cost and ROI assessment .
- Set the strategy for development and enablement with digital channels leads

PROJECT MANAGER- MESH PLATFORM

October 2019 - December, 2020 Dubai, UAE

- Execute strategic project management plans and manage budget
- Collaborate with stakeholders (management, system owners and end users) to define and achieve strategic goals for product innovation and design
- Track KPIs, business processes, risk indicators and reporting
- Analyze business processes, gaps in capabilities, appropriate data sources
- Manage change and communications strategy for internal and external clients
- Manage creation of user stories, customer personas, CX customer journey mapping and innovation funnel using Agile and SCRUM methodologies
- Manage agile digital marketing efforts; established clear brand voice on social media via online content creation and onsite marketing events
- Work closely with the Technical Delivery teams and Business Experts to ensure visibility and resolution of technical and business challenges

PROJECTS CONSULTANT- MAJID AL FUTTAIM FINANCE

September 2018- April 2019. Dubai, UAE

- Manage projects portfolio and facilitate brand-customer experience (CX) and Sales(Credit cards- Products, Policy) roadmaps, training programs orientation and induction sessions. Change and Quality assurance via KPIs, CRM and NPS.
- Manage resourcing, recruitment, performance management of teams.

PROJECTS CONSULTANT- MANAGEMENT CONSULTANCY

October 2016 - June 2018. Dubai, UAE

- Projects consultant for regional consultancies for international clients coverage

PROJECT AND BUSINESS RELATIONSHIP MANAGER COE EMEA, CITI SHARED SERVICES- CITI BANK

April 2013 - September 2016. Dubai, UAE

- Consultant to business stakeholders, Centre of Excellence(COE) team member, to manage CITI Shared Services innovation and digitization projects, systems, operations, processes, policies and reporting using Agile methodologies
- Project and Relationship Management of matrix projects across multiple regional EMEA businesses. Ensure Customer Experience and Satisfaction
- Stakeholder management and on-boarding.
- Setup the project roadmaps, change and communication plans.

NAJIA MAQSOOD

HONORARY ROLES & MEMBERSHIPS

Adjunct Faculty- Middlesex University DxB
Sept, 2018- present

**Mentor- United Nations Women
NAMA Women Establishment**
Oct, 2021- present

Ambassador
Emirates Digital Association for Women
Sept, 2018- present

Advisor- Tech startups
Omni-channel e-commerce platform
Well-being app for Covid-19 challenge
Feb, 2020- present

Member-
Dubai Start-up Hub
Dubai Chamber of Commerce and Industry
Jun, 2018- Present

**Steering Committee Member, Mentorship
Program- Dubai Business Women Council,**
Dubai Chamber of Commerce & Industry
Sept, 2017- Jan, 2019

**Steering Committee Member- CITI Women
Network/ Employee Engagement Regional
Lead Citi Shared Services EMEA**
Sept, 2014- Sept, 2016

WORK HISTORY

PROJECT AND BUSINESS RELATIONSHIP MANAGER COE EMEA, CITI SHARED SERVICES- CITI BANK

April 2013 - September 2016. Dubai, UAE

- Facilitate regular innovation sprints and lessons learnt meetings with SCRUM teams and business stakeholders.
- Perform Scrum functions: schedule the release planning, sprint planning, retrospectives, backlog grooming and daily scrum activities
- Identify scope of business analysis to define outcome criteria and measurable actions. Address questions, concerns, and complaints throughout the project.
- Facilitate Retrospectives which generate new ideas for process improvement
- Provide advice and counsel related to technology or operations of the business, ensure essential procedures are followed and contribute to defining standards
- Creation of pre and post project impact assessments to determine change readiness
- Support risk management, audit readiness, RAID logs, KPIs, SLAs and reporting
- Facilitate demos and trainings of Citi Shared Services products, services, processes, tools and technology upgrades (release- in- a- box methodology)
- Citi LEAN certified project manager-Perform business analysis, implement and review operations, processes, policies and procedures; perform root cause analysis to suggest process innovations as per LEAN methodologies
- Monitor and control execution of project through Analyze, Design, Build, Test and Release . -Design and implement self-services to support stakeholders
- UAT/ Systems Testing- Member of CSS Global Technology Early Adopters and COE testing teams

PROJECT MANAGER- COMMERCIAL BANK OF DUBAI

August 2008 - December 2012. Dubai, UAE

- Initiate, analyze, design and implement CBD online- learning systems.
- Oversee change and communications management to ensure high levels of system adoption via rigorous training programs.
- Partner with business units and departments to evaluate analyze business needs.

ACADEMIC AND PROFESSIONAL DEVELOPMENT

BACHELOR IN BUSINESS ADMINISTRATION- IT
Preston University

Project Management Professional (PMP) Certification
PMI (Project Management Institute) USA

SCRUM Fundamentals Certified
SCRUM Alliance, USA

CITI LEAN certification
Citigroup North America

STANFORD REBUILD- Global Innovation Program
Stanford University, USA

GOVERNANCE 2.0
Dubai Future Academy- Government of Dubai

**CIPD Certificate in Human Resources Essentials, Learning and
Development Practice**
Chartered Institute Of Personnel Development UK

Leadership @ CITI and Management Essentials @ CITI
CITI bank EMEA

Brand and Customer Experience(CX) Train the Trainer programs
Majid Al Futtaim