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NADIA ALBALOOSHI

nadia.alblooshi@gmail.com 

UAE - Sharjah 

DOB: 13 Sep 1989 

Assistant Manager - Strategic Planning &
Performance Management

SUMMARY

A UAE national with over 11 years of experience in leading teams and improving both employee well-being and customer experience, ensuring alignment with strategic business goals. Highly skilled in problem solving and managing performance of critical KPIs. Proven ability to develop and implement data-driven programs that drive engagement, diversity, and inclusion, fostering a positive and motivating work environment.

PROFESSIONAL EXPERIENCE

Assistant Manager - Strategy Planning & Performance Management - DEWA (2013 - present)

- **Strategy Planning & Performance Management**

- Developed and implemented performance framework to enhance organizational efficiency and decision-making in through:
 - Monitoring and analyzing various KPIs: employee happiness indicator, customer experience indicators, as well as operational indicators ensuring alignment with strategic objectives and driving continuous improvement through data-driven insights.
 - Developing and implementing corrective action plans and crafting comprehensive performance narratives to address key KPI trends, highlighting areas of success and identifying opportunities for improvement to support organizational excellence.

- **Organization Culture Initiatives**

- Developed a comprehensive Employee Engagement Strategy, addressing employee happiness and manager development while fostering diversity, inclusion, emotional intelligence, and effective communication to align with organizational goals.
- Designed and led the 'Gannas' Leadership Inspiration Program, focusing on developing leadership capabilities through an employee-centric approach aligned with organizational strategy.
- Designed and conducted the 'Heart of Leadership: Fostering Employee Well-being and Engagement' training program attended by 75+ managers, embedding strategic principles of employee engagement into leadership to enhance team performance and happiness.

- **Innovation & Knowledge Management:**

- Directed innovation initiatives through creativity labs and strategic brainstorming sessions, solving organizational challenges and enhancing team collaboration in alignment with governance frameworks.
- Led the knowledge management strategy, institutionalizing practices to capture and share implicit knowledge through advanced KM tools, including organizing the annual 'Enlightenment' event, showcasing best practices across for continuous improvement.

HONORS & AWARDS

- Distinguished Administrative Employee Award
- Knowledge Management Award
- Various appreciation certificates on Employee Happiness & Strategic Management.

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CERTIFICATIONS

- KPI Professional
- Balanced Scorecard Professional
- MBTI (personalities) Practitioner
- Certified Professional Trainer
- Mental Health First Aider
- Certification in Innovation Management
- Disciplined Agile Scrum Master

SKILLS

- **Strategic Planning & KPI Management**
 - Proficient in developing and executing strategic plans that integrate culture transformation, employee well-being, and customer experience initiatives, while continuously monitoring KPIs to ensure progress and impact.
- **Emotional Intelligence & Communication**
 - Skilled in facilitating emotional intelligence training and workshops to strengthen team collaboration, resolve conflicts, and improve workplace communication.
- **Stakeholder Experience & Well-being**
 - Skilled in designing and implementing strategic initiatives to enhance employee engagement and customer experience, ensuring alignment with organizational culture and values.
- **Leadership Development**
 - Proven ability to coach and mentor leaders, empowering them to create a supportive and inclusive work environment while driving organizational success.

EDUCATION

The British University in Dubai

Masters of Business Administration (MBA),
2013 - 2015

Zayed University

Bachelor's in International Affairs, GPA: 3.5
2007 - 2012

English IELTS

level 7 - tested 2012

PUBLICATIONS

The effect of leadership-fellowship personality similarities on job satisfaction and performance (Masters Thesis)