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Executive Summary

Enterprise IT Governance, Digital Governance & GRC Leader with 20+ years of experience driving governance transformation, enterprise risk management, audit and assurance programs, quality maturity initiatives, regulatory compliance, and technology governance within UAE government environments. Successfully led implementation of COBIT 2019 governance frameworks, AI governance aligned with ISO/IEC 42001, enterprise quality maturity initiatives culminating in TMMi Level 3 certification achievement, and organization-wide governance programs supporting executive decision-making and regulatory compliance. Recognized for building and revitalizing governance, risk, compliance, quality assurance, and assurance capabilities from fragmented or immature states into structured, measurable, and audit-ready operating models.

Executive Summary

AI Corporate Governance | IT Governance | Digital Governance | COBIT 2019 | ISO 27001 | ISO 20000 | ISO/IEC 42001 | Enterprise Risk Management | Regulatory Compliance | Internal & External Audits | Policy Governance | Control Frameworks | TMMi | Quality Management | ITSM Governance | DevOps Governance | Vendor Governance | KPI Governance | Data Governance | Cybersecurity Governance | Audit & Assurance | Strategic Planning | Performance Management | Digital Transformation Governance

Professional Experience

Abu Dhabi Department of Education & Knowledge (ADEK) | Abu Dhabi, UAE

Digital Governance & Compliance Project Manager | *Jan 2019 – Present*

- Led enterprise-wide governance transformation through implementation of COBIT 2019, establishing governance structures, performance management mechanisms, control objectives, and accountability models across IT.
- Re-established and currently lead the Technology Governance, Risk & Compliance function across IT, overseeing governance strategy, enterprise risk management, audit coordination, policy governance, compliance monitoring, and assurance activities.
- Served as the primary governance authority across IT, leading governance strategy, enterprise risk management, audit coordination, compliance oversight, standards implementation, and executive reporting while operating as the core governance representative.
- Led the establishment of AI governance capabilities aligned with ISO/IEC 42001, defining governance principles, accountability structures, risk management practices, compliance controls, and regulatory readiness for responsible AI adoption.
- Directed ADEK's testing maturity transformation initiative, establishing organizational testing governance, process standardization, quality controls, metrics, and continuous improvement practices leading to successful TMMi Level 3 certification.
- Governed enterprise-wide technology governance, risk, compliance, quality assurance, and audit activities supporting mission-critical services across ADEK's technology landscape.
- Governed compliance security maturity program elevating score of ~74% to 100% within two quarters, repositioning ADEK into a high-compliance, audit-ready organization
- Accountable for compliance posture, sustaining >90% audit compliance across internal, external, and regulatory assessments
- Reduced audit preparation effort and evidence collection timelines through implementation of centralized governance, risk, and assurance tracking mechanisms.
- Led governance alignment with Abu Dhabi regulators (DGE), ensuring continuous compliance with emirate-level digital governance mandates

- Defined and enforced enterprise risk management framework, enabling structured risk visibility and executive-level decision support
- Implemented automated risk monitoring model reducing unmanaged risks and improving response time to critical exposures
- Integrated governance into DevOps and Agile delivery, eliminating compliance gaps and ensuring fully auditable release cycles within <2 years
- Governed multi-million AED RFP lifecycle including scope definition, compliance controls, and SLA structuring, reducing financial exposure and vendor risk
- Established governance-driven performance management and KPI frameworks enabling executive visibility into compliance posture, risk exposure, service performance, and strategic objectives.

Senior Quality Assurance Officer / Acting Chief Information and Cyber Security Officer (CISO) | *Jul 2012 – Jan 2019*

- Served as Acting Chief Information Security Officer (CISO), providing strategic oversight of cybersecurity governance, security operations, risk management, compliance, policy enforcement, and executive security reporting.
- Established enterprise IT governance, QA, and security frameworks aligned to ISO 27001 and ISO 20000, improving regulatory compliance by ~70%.
- Built QA and GRC functions from inception, achieving >90% defect detection rate and significantly reducing production risk.
- Integrated governance across PMO, ITSM, and operations ensuring consistent control enforcement across lifecycle.
- Leveraged QA foundation to establish measurable governance controls linking quality, risk, and compliance outcomes.
- Implemented governance-driven performance metrics enabling executive-level monitoring and decision-making.
- Reduced budget variance by ~5% through governance-controlled QA and risk optimization.
- Strengthened governance alignment across IT and business functions improving compliance adoption.

Earlier Career

- Senior QA Engineer – QP, Dubai (2008–2012)
- QA Leader – Fohmics, Abu Dhabi (2007–2008)
- Quality Engineer – Mohd. Almakhawi, Dubai (2006–2007)
- QA Tester – Taeppa, Jordan (2005)

Built foundational expertise in quality engineering, system validation, quality and process assurance and controlled delivery practices, later leveraged to establish enterprise governance, risk, and compliance capabilities.

Certifications

AI Corporate Governance Professional – Corporate Governance Institute | GRCP, ITGRC, GRC, GRCA, IAIP, IRMP, IAAP, IDPP, IPMP–OCEG/GRC | DPO – PECB | Lead & Internal Auditor – TUV Nord | CRISC- ISACA (Training) | Certified Scrum Master | Cybersecurity Mitigation Strategist – Harvard University / Micro-master | Measurement and Metrics for Management - SQE/TECHWELL – Boston, USA | CTFL–ISTQB

Education

BSc Computer Information Systems – Applied Science Private University (ASU), 2005 - Amman, Jordan