

JACKIE NOCON, MSHM, PMP®

Senior AI Product Owner & Program Manager ▪ AI Roadmap & Backlog Ownership at Scale ▪ End-to-End Agile Delivery ▪ Senior Stakeholder Engagement & Value Realisation ▪ AI Governance & Regulatory Compliance ▪ Multi-Channel Digital Transformation
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UAE Golden Visa ▪ Open to Remote (Global) & Remote/Hybrid UAE Roles ▪ Available Immediately

PROFESSIONAL SUMMARY

Senior AI Product Owner and Program Manager with 12+ years leading complex, enterprise-scale AI and digital transformation programs in highly regulated environments. Proven track record owning AI capability roadmaps and large, competing backlogs spanning multiple business lines — translating operational, regulatory, and stakeholder input into prioritised use cases with named owners, target outcomes, and defensible value cases. Experienced facilitating senior stakeholder workshops, building consensus across executive, operational, and technical functions, and constructively challenging prevailing views when evidence points elsewhere. Skilled in instrumenting AI and digital initiatives so benefits are measured rather than asserted, and in embedding AI governance, risk, and regulatory compliance into delivery rather than adding it after the fact — with a record of zero audit findings across all programs delivered. PMP®; MSC in Healthcare Management; BSc in Nursing; IBM AI Product Manager; AI credentials from Stanford, IBM, DeepLearning.AI, and PMI.

CORE COMPETENCIES

AI Capability Roadmap Ownership & Use-Case Prioritisation ▪ Backlog Management at Scale Across Competing Business Lines ▪ Value Realisation, Adoption & Benefits Tracking ▪ Senior Stakeholder Engagement, Workshop Facilitation & Constructive Challenge ▪ Agile / Scrum Delivery Leadership Across Multiple Squads ▪ AI Governance, Risk & Regulatory Compliance ▪ Generative AI, Predictive Analytics & Agentic AI Workflow Design ▪ Product-Market Fit & Value Proposition Design ▪ OKR Definition & Product Success Metrics ▪ Requirements Gathering, User Story Development & Acceptance Criteria ▪ Change Management, Adoption Strategy & UX Optimisation ▪ Business Case Development, ROI & Commercial Packaging ▪ Budgeting, P&L Oversight & Vendor Management ▪ Digital Ecosystem & API Integration Strategy ▪ Healthcare IT Systems (Epic, SAP, HIS Environments) ▪ C-Suite & Executive Stakeholder Engagement ▪ Governance, Risk (RAID) & Enterprise Change Management

TOOLS AND TECHNOLOGY

AI & Automation Tools: Generative AI / LLM Applications (Prompt Design, Use-Case Design, Workflow Integration), Agentic AI Workflow Design & Orchestration, Enterprise Process Automation, AI Ethics, Governance & Responsible AI Frameworks, API Integration Platforms, Google Sheets API, No-Code / Low-Code Automation Platforms

Technical / Emerging Development: Streamlit, FastAPI — automation workflows and MVP/application prototyping

Project & Product Management: Monday.com, SharePoint, Agile / Scrum, UAT Management & Post-Go-Live Stabilization, Requirements Gathering, Stakeholder Alignment & Delivery Governance

Data, Analytics & Reporting: Power BI & Tableau — requirements definition, dashboard commissioning, KPI framework design, executive reporting and performance monitoring

Enterprise Systems: Epic, SAP, Regulatory Compliance Frameworks (DOH/HAAD/ACCME), HIS Data Analysis

Collaboration: Microsoft Teams, Zoom, Slack, Visio, Calendly

CAREER EXPERIENCE

Founder & AI Product Lead | MyBoon.ai | 2026 – present

- Own AI capability strategy end to end for UAE SME clients — defining prioritised use-case roadmaps with target outcomes and ROI cases, then governing solution design, implementation, and delivery.
- Designed and launched a live multi-channel AI assistant that qualifies enquiries, answers business questions, captures leads, and routes prospects 24/7.
- Built a secure client operations platform integrating lead capture, workflow automation, AI-generated reports, and operational dashboards with PDPL-aligned consent management.
- Developed a structured AI Opportunity Assessment and AI Audit methodology that translates operational challenges into practical AI solutions with defined use cases, KPIs, and ROI considerations.
- Design AI solutions with responsible AI principles, secure data handling, and governance considerations tailored to client operational requirements.
- Building modular AI Concierge solutions for real estate, hospitality, professional services, and SMEs — enabling scalable deployment across industries.
- Conducting customer discovery with UAE businesses to validate AI use cases, refine product offerings, and build scalable AI solutions aligned with real operational needs.

Manager, Medical Education & Professional Development | Cleveland Clinic Abu Dhabi | 2023 – 2024

Acted as AI Product Owner & Program Manager, Strategic Initiatives

- Acted as Product Owner for workflow automation — defined product vision, wrote and prioritised backlog items, authored acceptance criteria, and governed delivery across cross-functional squads.

- Led end-to-end portfolio management across multiple concurrent programs — roadmap planning, sprint execution, RAID log ownership, and executive reporting within a regulated, ACCME-accredited environment.
- Designed and deployed C-suite performance dashboards tracking financial, operational, and delivery KPIs — reducing executive reporting cycles and enabling data-driven portfolio decisions at leadership level.
- Drove a 3x increase in external conferences and international partnerships by leading structured delivery governance and enforcing quality standards across all program outputs — evidence-based benefit tracking rather than asserted value.
- Served as Board Member — redefined KPIs, streamlined governance workflows, improved partner accountability and reporting standards, and embedded compliance into all program activities.
- Ensured 100% accreditation and local regulatory compliance across all programs and partner engagements, with zero audit findings.
- Managed program budgets up to AED 1.6M, ensuring fiscal discipline, accurate financial tracking, vendor accountability, and alignment with organisational strategy.
- Led and mentored cross-functional teams of 5–6 — embedding product delivery best practices, agile ceremonies, and governance standards to build sustainable, high-performance delivery capability.

Healthcare Administrator, Clinical Operations | Cleveland Clinic Abu Dhabi | 2020 – 2023

Acted as AI Product Owner & Program Manager, Governance, Strategy & Digital Transformation

- Owned enterprise digital transformation strategy across multiple institutes — defined use cases, prioritised a large, competing initiative portfolio, governed sprint reviews, and signed off on feature delivery within a regulated, JCI-accredited environment.
- Acted as principal liaison between clinical stakeholders, IT infrastructure teams, and government partners — converting regulatory requirements and provider feedback into clear product requirements and measurable workflow improvements.
- Served as Product Owner for workflow automation rollouts, including Epic build delivery — managed backlogs, authored user stories and acceptance criteria, facilitated sprint ceremonies, and drove adoption across 5+ departments.
- Mentored cross-functional teams on product delivery best practices, agile ceremonies, and governance standards — building sustainable delivery capability across operational squads.
- Implemented real-time operational dashboards (Power BI/Tableau) — establishing design standards and a style guide for reporting tools that strengthened compliance tracking, KPI visibility, and executive reporting cadence, enabling data-driven decisions at leadership level.
- Delivered measurable, instrumented outcomes: ~14% volume growth; 2–3% reduction in no-show rates; utilisation optimised to <2% unused capacity; +16% revenue contribution.
- Improved experience scores, consistently exceeding quarterly targets by 4–6 percentage points; achieved zero serious safety events; raised documentation compliance to >95%, surpassing all regulatory benchmarks.
- Led cross-institutional standardisation initiatives with Cleveland Clinic Ohio — aligned workflows, policies, and protocols across international sites, reinforcing operational consistency and interoperability across institutional boundaries.
- Facilitated executive governance forums, directly influencing strategy, policy, and operational priorities at C-suite level — including constructively challenging senior stakeholders where evidence pointed elsewhere.
- Led and mentored cross-functional teams of 5–6, building delivery capability and sustaining high-performance execution across regulated operational environments.

Senior Business Analyst | Cleveland Clinic Abu Dhabi | 2017 – 2019

Acted as Program Manager, Institutional Governance & Performance

- Served as strategic adviser to C-suite on institutional performance, digital initiatives, vendor partnerships, and governance — developing decision-ready business cases and board-level materials for senior leadership forums.
- Led enterprise-wide business analysis — gathered and validated data from clinical and operational stakeholders, identified performance gaps, and translated findings into transformation roadmaps and governance frameworks.
- Delivered regulatory reporting, feasibility studies, and population health analysis through structured data analysis, partnering with technical teams on data quality and system improvement requirements.
- Drove key workstreams in Cleveland Clinic Abu Dhabi's Magnet® accreditation — supporting recognition of CCAD as the youngest hospital globally to achieve this designation, by leading documentation, data preparation, and stakeholder coordination across clinical divisions.

Executive Administrator to Chief Clinical & Nursing Officer | Cleveland Clinic Abu Dhabi | 2014 – 2017

Acted as Program Manager, Executive Initiatives

- Acted as strategic partner to the Chief Clinical & Nursing Officer — coordinating high-priority multi-workstream initiatives, tracking delivery milestones, and preparing governance materials for board-level forums and international delegations.
- Synthesized complex inputs from across clinical and operational divisions into executive performance reports, enabling strategic alignment at senior leadership level and supporting institutional partnerships across international sites.

Department Assistant & Guest Services Executive | Burjeel Hospital | 2012 – 2014

Acted as Program Manager, Multi-function Hospital Operations

- Managed foundational operations spanning HR, marketing, finance, insurance, and patient engagement during the hospital's greenfield launch, operating within a high-pressure, heavily regulated environment.

EDUCATION & CERTIFICATIONS

- Project Management Professional (PMP®) — Project Management Institute, 2023
- Agentic AI — DeepLearning.AI, 2026
- AI in Healthcare Specialisation — Stanford University School of Medicine, 2025
- AI Product Manager Professional Certification — IBM, 2025
- Product Manager Professional Certification — IBM, 2025
- Generative AI Certifications — PMI, 2025
- MSc in Healthcare Management — Swiss Business School, 2016
- BSc in Nursing — University of Perpetual Help DALTA

AWARDS & PROFESSIONAL AFFILIATIONS

- Caregiver Excellence Award — Cleveland Clinic Abu Dhabi (2015 & 2020)
- Member, Project Management Institute (PMI)
- Member, American College of Healthcare Executives
- Volunteer Project Manager, Operation Smile