

Rozina NAVAZ

Managing Partner

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Core Competencies

STRATEGY & LEADERSHIP| CUSTOMER CENTRICITY | DIGITAL BUSINESS TRANSFORMATION|AGILE| INNOVATION| AVIATION| BANKING|PROGRAM MANAGEMENT| PORTFOLIO MANAGEMENT| COACH and MENTOR| PRODUCT MANAGEMENT| STAKEHOLDER RELATIONSHIP| KNOWLEDGE MANAGEMENT|

- An inspiring and innovative executive with over fifteen years of experience leading teams, business and technology strategies
- Expertise across a gamut of areas including strategy & operations, agile digital transformation, recruitment and training, project, program and portfolio management
- Proven competence in defining vision, business canvas & delivery roadmap, ensuring value stream funding are made & successfully implemented
- Expertise in influencing adoption of technological, cultural and structural changes. Successfully transformed team and process of a traditional PMO to a sustainable agile operation with documented governance
- Adept in engaging with diverse stakeholders, internal as well as external including Senior Leadership, Customers and Partners to deliver mature agile leadership mind sets
- Proven track record in delivering multi-million-dollar projects with extensive experience in coaching and leading cross-cultural teams. A key contributor to Digital Business Transformation for Customer Excellence
- A passionate believer and early driver of agile values and principles with scrum expertise
- Recognized and sought after as a role model of true servant leadership by peers, teams and seniors. Coaching and mentoring teams for more than fifteen years

Professional Experience

First Abu Dhabi Bank-FAB-Nov 2020-To
Date Enterprise Transformation Coach

- Enabling transformation at FAB through set up of Centre of Excellence with documentation and governance of frameworks, tools and techniques
- Head of transformation for Enablement and Control Functions IT Domain
- Collaborating with stakeholders horizontally and vertically to identify organizational impediments to change
- Creating sustainable ways of working with customer centric mindsets and value delivery
- Training and coaching portfolio, product owners and teams in creating FAB generative culture
- Designing and developing a community of practice through Workplace
- Designed, developed and implemented UAE National Agile Capability Development Program, with a pioneering scrum master class of 13 Nationals, first quarter 2023

Emirates NBD Dubai Mar 2019 to Aug 2020
Enterprise Agile Coach

- Receiver of two awards within a year, for BEST agile delivery for data platform
 - Drive digital business transformation at LIV digital bank, a start-up of Emirates NBD. Achieved customer centricity through product versus entity-based management using lean agile budgeting and governance
 - Coach to senior business stakeholders to achieve maturity and commitment towards a new agile mindset and ways of working that enable transformation and value delivery
 - Coach, mentor, train code developers, scrum masters, product owners, and wider teams to gradually transform their beliefs and behaviors towards agile scrum values and principles
 - Recruit and train agile release leads and scrum masters. Conducted maturity assessments across agile squads
 - As a lean champion for LACE, contributed to the development of lean governance for procurement, change request and release management
 - Played an interim VP role to assess and report agile adoption for Liv in build, run and improve bank competence
 - Define and drive performance KPIs/OKRs relevant in an agile environment across IT to achieve maturity
 - Rolling out agile in the data platform in alignment with transformation to achieve group consolidation and rationalization strategy
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Emirates Dubai 2010- Mar 2019
Manager Project Delivery

- Develop Business strategy and product road map in close collaboration with product owners and key partners. Led the relationships with internal and external business stakeholders at various levels. Establishing an effective and consistent experience through identifying critical business needs and leading improvements for customer centricity
 - Managed large and strategic programs for Service Delivery. in liaison with Divisional Senior Vice President. Together with Product Development and Agile Project Management Office, developed lean agile governance for transformation
 - Created and headed a new business support structure with agile values and principles. Transformed a PMO, to an APMO. Coached and mentored project managers to agile ways of working as scrum masters
 - Proud Programme of the Year award recipient for a 50m AED business class digital upgrade using agile scrum delivery
 - Delivered, digital platforms such as Crew Pulse, Crew Portal, an app for our 20,000 plus remote crew workforce. A one stop platform for crew roster and communications
 - Achieved business transformation and improved customer experience through digital products such as crew meal pre order, point of sale- inflight retail, virtual learning-better way of learning for crew
 - Drive value delivery ensuring all aspects of business change and transformation are effectively led across silos. Collaboration and partner relationship driven thinking
 - As part of the largest customer journey mapping across the group, used personas and empathy mapping, a key SAFe competency
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Emirates Dubai 2004-2010
Manager Business Planning & Development / Manager Cabin Crew

- Rapidly progressed to Manager Business planning & Development, leading a project portfolio of 100m+ AED
- Won an award for a cost engineering project to offset costs without impacting on quality; saving 200m AED
- Re-organized crew management structure with a 24x7 call center
- Trained and coached cross-functional teams to deliver business benefits using waterfall and agile
- Selected as a key member of the new Business Capability Group to advise on process improvements, standards, compliance and governance and funding to projects across airline operations
- Recruited, trained and performance managed large cabin crew workforce, fostering a high-performance environment to deliver the famed Emirates customer service
- Optimized resources, set KPIs, coached, mentored and motivated crew, supervisors and managers
- Excelled across theoretical/practical teaching as a project management trainer & speaker at various in-house & external platforms. Recognized for excellent facilitation and conflict resolution skills

Academics and Professional Certificates/Training

- MBA-Bradford University -UK
- PMI-Agile Certified Professional-Trained
- PMP-Project Management Institute-USA
- SAFe Scrum Master-Trained
- Certified Mediator and Coach-CEDR-Centre of excellence for dispute management-UK
- Train the Trainer-Emirates-Trained
- SAFe Program Consultant-Scaled Agile Inc-USA
- Mentor/Facilitator-Emirates-Trained