

JACKIE NOCON, MSHM, PMP®

Senior AI Program & Product Manager ▪ Digital Transformation & Productization ▪ Enterprise Tech Governance ▪ End-to-End Program Delivery

User Experience & Data Strategy ▪ Healthcare Strategy & Operations

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UAE Golden Visa ▪ Open to Remote (Global) & Remote/Hybrid UAE Roles ▪ Available Immediately

PROFESSIONAL SUMMARY

Senior Program and Product Manager with 12+ years delivering complex, enterprise-scale digital transformation across regulated UAE healthcare environments. Proven track record as Product Lead and Program Manager—translating clinical, regulatory, and provider feedback into prioritised roadmaps, driving platform adoption across multi-stakeholder ecosystems, and governing agile delivery from discovery through go-live and continuous optimisation. Deep expertise partnering with clinical, technical, UX, and government stakeholders to improve workflows, data quality, and system compliance—overseeing full compliance across DOH, HAAD, and ACCME regulatory frameworks with zero audit findings across all programs delivered. Experienced in shaping AI and digital health roadmaps, presenting to C-suite leadership, and embedding governance frameworks that scale. IBM Certified AI Product Manager and Product Manager; PMP®; MSc in Healthcare Management; BSc in Nursing; AI credentials from Stanford, DeepLearning.AI, and PMI.

CORE COMPETENCIES

AI Product Strategy & Roadmap Ownership ▪ End-to-End AI Product Lifecycle Management ▪ AI Program & Portfolio Leadership ▪ Clinical Workflow Automation & Optimization ▪ Epic Clinical Informatics & Build ▪ Product-Market Fit & Value Proposition Design ▪ Agile / Scrum / Waterfall Delivery ▪ OKR Definition & Product Success Metrics ▪ AI Governance, Ethics & Responsible AI Implementation ▪ Data Governance & DOH/HAAD Compliance ▪ Requirements Gathering, User Story Development & Acceptance Criteria ▪ KPI Design, Product Analytics & Performance Management ▪ Experimentation Design (A/B Testing & AI Evaluation Frameworks) ▪ Human-in-the-Loop (HITL) AI Workflow Design ▪ Model-to-Workflow Integration (LLM-enabled systems) ▪ C-Suite & Executive Stakeholder Engagement ▪ Business Case Development, ROI & Value Realisation ▪ Budgeting, P&L Oversight & Vendor Management ▪ Commercial Packaging & Pricing Strategy ▪ Digital Ecosystem & API Integration Strategy ▪ Healthcare IT Systems (Epic, SAP, HIS Environments) ▪ Interoperability & Cross-System Workflow Design ▪ User Adoption Strategy, Change Management & UX Optimization ▪ Governance, Risk (RAID) & Enterprise Change Management ▪ Business Continuity & Tech Risk Management ▪ Multi-Stakeholder Engagement (Clinical, Leadership & Technical)

TOOLS AND TECHNOLOGY

AI & Automation Tools:	Generative AI / LLM Applications (Prompt Design, Use-Case Design, Workflow Integration), Agentic AI Workflow Design & Orchestration, Clinical & Enterprise Process Automation, AI Ethics, Governance & Responsible AI Frameworks, API Integration Platforms, Google Sheets API, No-Code / Low-Code Automation Platforms such as Airtable, Make, Tally
Technical / Emerging Development:	Python (Building Proficiency), 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
Healthcare & Enterprise Systems:	Epic, SAP, DOH/HAAD/ACCME Regulatory Frameworks, HIS Data Analysis
Collaboration:	Microsoft Teams, Zoom, Slack, Visio, Calendly

CAREER EXPERIENCE

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

- Founded MyBoon.ai, an AI product studio helping businesses automate operations through AI assistants, intelligent workflows, and custom AI solutions. Own product strategy, solution design, implementation, and client delivery end-to-end.
- 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, governance considerations, and solutions 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 AI-powered CME workflow automation — defined product vision, wrote and prioritised backlog items, authored acceptance criteria, and governed delivery across cross-functional clinical and technical squads.
- Led end-to-end portfolio management across multiple concurrent programs, including 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 medical conferences and international partnerships by leading structured delivery governance, enforcing quality and clinical branding standards across all program outputs.
- Served as CME Board Member — redefined KPIs, streamlined governance workflows, improved partner accountability and reporting standards, and embedded compliance into all program activities.
- Ensured 100% global CME accreditation and local regulatory compliance (DOH/ACCME) 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 across clinical and operational functions — 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 clinical digital transformation strategy across multiple institutes — defined use cases, prioritised initiative portfolios, governed sprint reviews, and signed off on feature delivery within a regulated JCI-accredited environment.
- Acted as primary liaison between clinical stakeholders, IT infrastructure teams, and government partners — partnering on platform governance and business continuity considerations for Epic and clinical systems, while converting regulatory requirements and provider feedback into clear product requirements and measurable workflow improvements.
- Served as Product Owner for clinical workflow automation rollouts, including Epic build delivery — managed backlogs, authored user stories and acceptance criteria, facilitated sprint ceremonies, and drove adoption and optimisation across 5+ clinical departments.
- Mentored and guided cross-functional teams on product delivery best practices, agile ceremonies, and governance standards — building sustainable delivery capability across clinical and operational squads.
- Implemented real-time operational dashboards (Power BI/Tableau) — establishing design standards and a style guide for perioperative and operational reporting tools — that strengthened compliance tracking, KPI visibility, and executive reporting cadence across clinical institutes, enabling data-driven decisions at leadership level.
- Delivered measurable operational outcomes: ~14% outpatient volume growth; 2–3% reduction in patient no-show rates; slot utilisation optimised to <2% unused capacity; +16% outpatient revenue contribution.
- Improved patient experience scores, consistently exceeding quarterly targets by 4–6 percentage points; achieved zero serious safety events; raised clinical documentation compliance to >95%, surpassing all regulatory benchmarks.
- Led cross-institutional standardisation initiatives with Cleveland Clinic Ohio — aligned workflows, policies, and clinical protocols across international sites, reinforcing operational consistency and interoperability across institutional boundaries.
- Facilitated executive governance forums — Medical Executive Council, Perioperative Services Committee — directly influencing clinical strategy, safety policy, and operational priorities at C-suite level.
- 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 across healthcare systems — 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 HIS 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 healthcare 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
- Python for AI & Automation — DeepLearning.AI, In Progress, 2026

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