Hazem Alhabbal

Business Operations | Business Strategy | Process Improvement
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Professional Summary

Business operations professional with 12 years of experience managing digital services, coordinating cross-functional teams, and translating business requirements into operational workflows. Experienced in client delivery, process improvement, product development, and international project coordination. Combines hands-on business experience with an M.S. in Data Analytics to approach operational challenges through structured problem-solving, performance measurement, and data-informed decision-making.

CORE SKILLS

Business Operations & Strategy: Business Operations Management, Strategic Planning, Process Improvement, Workflow Optimization, Business Development
Project & Stakeholder Management: Project Coordination, Client Relationship Management, Cross-Functional Collaboration, Requirements Gathering, Vendor & Talent Coordination
Business Analysis & Performance: KPI Development, Operational Reporting, Data Analysis, Performance Measurement, Data-Informed Decision-Making
Digital Products & Technology: Digital Product Development, UX/UI Design, SQL, Python, Excel, Tableau

PROFESSIONAL EXPERIENCE

Business Operations & Analytics Lead | Panda Voiceover | 2014–Present

- Managed daily operations of an international digital voice-production business, overseeing client requirements, project coordination, talent sourcing, production workflows, and service delivery.
- Coordinated projects across clients, voice talent, and production teams, translating business requirements into clear deliverables and operational workflows.
- Managed client relationships and project communications, aligning expectations, production schedules, and quality requirements throughout delivery.
- Developed and refined operational processes for talent onboarding, project coordination, and recording quality review.
- Reorganized business data and evaluated departmental workflows to identify opportunities for improved reporting, process consistency, and performance measurement.
- Contributed to digital product and workflow improvements by combining business requirements, technology planning, and UX/UI design principles.

ADDITIONAL PROFESSIONAL EXPERIENCE

Kabbani for Decoration | Digital Marketing | 2016–2019

- Supported digital marketing initiatives, online content, and brand communications to strengthen the company's digital presence.
- Coordinated digital activities and content requirements to support marketing execution and customer engagement.

Haflati | UI Design & Technology Consultant | 2024

- Contributed to digital product planning, interface design, and the translation of business needs into product requirements.
- Applied user-centered design principles to improve interface organization, usability, and the overall product experience.

BUSINESS IMPROVEMENT & DIGITAL INITIATIVES

Operational Data & Process Improvement | 2024–Present

- Restructured operational business data to improve information consistency and establish a foundation for reporting, performance measurement, and future system improvements.
- Assessed business workflows and defined departmental reporting requirements and KPIs to support more informed operational decisions.

Voice-Recording Quality Assessment Prototype | Python, Machine Learning

- Developed an AI-assisted prototype to evaluate technical recording quality and explore opportunities to streamline voice-talent screening.
- Prepared and analyzed recording data, compared classification models, and evaluated preliminary results to assess the feasibility of automating part of the quality-review process.

SELECTED ACHIEVEMENTS

Best Startup Award | STEP Conference, Dubai | 2020

- Received Best Startup recognition for presenting a digital voice-production business, its service model, and market opportunity.

Amazon Alexa — Arabic Text-to-Speech (TTS) Projects | 2021–2023

- Supported Arabic speech-production projects related to Amazon Alexa, contributing over 280 hours of recording quality monitoring and coordinating work against client requirements.

EDUCATION

Master of Science (M.S.), Data Analytics
Western Governors University | 2026
Bachelor of Science (B.S.), Design Management
American University of Sharjah | 2012