

VDO Director at T R A C E Consulting Ltd.

Brief

CX expert with (28) years of experience plays a vital role in understanding customer expectations, aligning business objectives with customer needs, leading large projects, performing business analysis, agile project risk management plans, and driving customer-centric strategies to enhance satisfaction and loyalty.

Professional Work Experience

PMO Director at Consolidated Consultants (CC).
Project Management Consultant for establishing (EPMO) at Greater Amman Municipality (GAM).
Elhassan Eco Tech Part Program Manager at Royal Scientific Society (RSS).
Military Projects Manager at King Abdullah Design and Development Bureau (KADDB).
GIS Projects Manager at Khatib and Alami (K&A).

Professional Education

The Defense Technology, UK, 2008.

Defense College of Management and Technology.

Balqa' Applied University, JKH, 1996.

BS C. Degree in Electrical Engineering.

Professional Qualifications

Customer Experience Specialist
(CXAC)[®]

Agile Certified Practitioner
(PMI – ACP)[®] – Certification no. 2561652

Projects In Controlled Environment Certified
(PRINCE2)[®] - Certification no. GR633049810NA

Professional in Business Analysis Certified
(PMI – PBA)[®] – Certification no. 1926003

Project Management Professional Certified
(PMP)[®] - Certification no. 500360

Internal QMS Auditor Certified
(ISO 9001), 2008 – Certification no. 09/1124

Advanced Portfolio Management and PMO Certified
(PMOC)[®] - Certification no. 110900E1 - 020058

Internal IEC Auditor Certified
(ISO 17025) – Certification no. T/2/10/10

Microsoft Project Certified Technology Specialist
(MCTS)[®] Certification no. D516 - 8637

Professional Project Manager Certified

(ProPM)[®] Certification no. 25553474

Artificial Intelligence (AI) Expert Certified
Certification no. 21240622

Letters of Appreciation

Letter of Appreciation obtained from PMI.

Letter of Appreciation obtained from PMCO, USA.

Letter of Appreciation obtained from Rotary Club of Amman.

Professional Training Experience

Providing consultancy services for establishing and running project management offices, coaching project managers to boost their performance to achieve project objectives, and providing training courses in customer experience, Business analysis, and project management for more than 20000 Training Hours in Jordan and abroad.

Publications & Seminars

Member of the core committee for improving the public exposure draft of the standard for EVM, and PMI.

Final Exposure Draft Review (Guide Portion) - PMBOK Guide 6th Edition. In addition to the members of the committee, I have provided recommendations for improving the exposure draft of the PMBOK Guide - Sixth Edition (Guide portion). Reference: PMBOK Guide - Sixth Edition (Part 3; Appendix X2; Page 660).

Author of “Strategic Transformation Study Guide – First Edition”, 2022.

Author of “PMI Rooting out Corruption” Learning Material, 2012.

Author of the book “Introduction to Military Project Management”, 2010.

Public Speaker on Business Analysis, project portfolio Management, and realizing an organizational vision.

References:

<https://tracejo.com/biographies-1>

https://issuu.com/ndudin/docs/pmi_rooting_out_corruption_pdf

https://archive.org/details/mokatema_mashrea_askria

https://www.youtube.com/watch?v=FwhBRiVStk&ab_channel=DonyaYaDonya

https://books.google.hu/books?id=wbnrDwAAQBAJ&pg=PT202&lpg=PT202&dq=Nedal+Dudin+PMI+EVM&source=bl&ots=0tF3tYMXW8&sig=ACfU3U34RPX4laLTBx6dP1cagzthf2RfFw&hl=en&sa=X&ved=2ahUKFwikqo2Gn9XwAhWD_7siHVcPBdYQ6AEwFHoECB0QA

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