

MAY ALI ALGHATAM

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OBJECTIVE

Willing to learn through opportunities and apply my knowledge and education. To implement modern methodology of business management and team building for future growth. To undertake a challenging career, with a positive approach.

WORK EXPERIENCE

Telecommunication Regulatory Authority

Acting Manager – Online Safety Department

April 2023

Responsible for:

- Monitoring and analyzing online safety trends and emerging threats and developing strategies to mitigate risks to online users.
- Liaise with other stakeholders to address online safety concerns and coordinate responses to incidents.
- Developing and delivering training and awareness programs to educate stakeholders on online safety best practices.
- Preparing studies on online safety performance and progress.

In my previous position I have been responsible for:

- Executing an awareness campaign related to the worldwide shift to electronic financial transaction services and an increase in the possibility of scams through OTP.
- Promoting safety in telecommunications through SafeSurf, an initiative introduced by TRA dedicated to youths and parents to educate and empower the society on how to obtain a safe cyber culture.
- Running an active website and social media account for SafeSurf and raise campaigns that delves into the latest issues on online safety and protection.
- Conducting research “National Internet Safety Review (NISR)” in collaboration with experts in the field of cyber safety and schools across the country to analyze the young people’s current online behavior to identify common practices and recommendations.
- Continuous collaboration with the relevant stakeholders such as the Ministry of Education and Ministry of Interior.

- Introduce and overlook TRA's Cyber Safety Program in collaboration with the ITU's Global Program on Child Online Protection by conducting training sessions to over 300 educators across the country to promote awareness on online threats and potential harms.
- Conducting a "Train the Trainer" workshop in collaboration with Google MENA to educators across the schools in Bahrain. Educators were introduced to Google's cyber awareness initiative, "Be Internet Awesome" and were trained on the tools and methods necessary to implement the basics of internet safety through an interactive way and were certified by Google to pass along to their students.

Telecommunication Regulatory Authority

Consumer Protection Senior Officer

April 2018 – April 2023

Responsible for:

- Handling consumer enquiries and resolving disputes with their local telecommunications companies related to billing, contracts, and quality of service.
- Analyzing the trends and issues affecting consumers with their service providers.
- Reviewing and developing consumer-related policies and regulations.
- Raising awareness on consumers rights and options with their service providers.

COURSES

- Tender board course for members of evaluation committees
- Mediation; organized by *Centre for Effective Dispute Resolution Limited, London UK*
- The Customer Complaint System: A Tool for Customer Service Improvement

EDUCATION

Bahrain Institute of Banking and Finance

- BSc Banking and Finance
- Graduated: Summer 2019

Royal University for Women (Riffa, Bahrain)

- Art & Design Course
- 2011/12

Bahrain Bayan School (Isa Town, Bahrain)

- Pursued a High School Diploma
- Graduated: 2011

SKILLS

- Fluent in Arabic and English, oral and in writing.
- Excellent in verbal communication, negotiations, and PR skills.
- Works in a first-class manner within a team.
- Computer skills: Proficient in Microsoft Office applications