

Resume

Basic information

Name Hisham Abdulhalim, Ph.D.
Email address Hisham88il@gmail.com
Phone number +972 - 528891347
Address Haifa, Israel., Home town: Neve Shalom 99761
Website hisham-abdulhalim.com
LinkedIn linkedin.com/in/hisham-abdulhalim-ph-d-66880328



Work experience

2023 - Present

AI Product Leader

Intuit

Responsibilities include:

- **Development of Intuit's in-house foundational LLM:** Leading the development of Intuit's in-house foundational model to meet business needs. Responsible for defining the product requirements, developing the product roadmap, and working closely with cross-functional teams and BUs to ensure successful delivery. Furthermore, leading the development of fine-tuning paved path for LLMs.
- **Manage Intuit's Responsible AI program:** Ensuring that Intuit's AI-powered products are innovative, transparent, explainable, and fair for users by creating a comprehensive framework for AI governance, ethics, and transparency.
- **Focus on AI safety and security:** Developing standards for data collection and protection. Collaborate with legal and security teams for regulatory compliance. Establish processes for responsible AI development and deployment.

2019 - 2023

Chief of Staff & TPM Manager - AI + Data Group

Intuit

- **Chief of Staff:** Provided strategic support to senior leadership, serving as a trusted advisor and confidant to ensure alignment with company goals, vision, and values, while driving organizational efficiency and effectiveness.
- **Strategic leadership:** Utilized my technical expertise to inform business decisions, develop effective strategies, and drive results-driven solutions that align with company objectives and industry trends.
- **Led the development of innovative solutions:** Spearheaded the design and implementation of cutting-edge AI-based products and services, utilizing my technical expertise to drive business outcomes and stay ahead of the competition.
- **Technical program management leader:** Effectively managed cross-functional teams to deliver complex projects on time, within budget, and to the highest quality standards, ensuring seamless execution and optimal

resource allocation.

- **Team manager:** Fostered a high-performing team culture, mentoring and coaching team members to reach their full potential, and providing guidance on technical and professional development opportunities.

2023 - Present

**Research Fellow - Part time
Technion**

Focus on the intersection between intelligent software products and services , Ethics, and Customer behavior. I rely on and develop quantitative methods leveraging field experiments, to answer substantive questions and improve on quality-preserving methodologies, to help customers benefit from high-quality products and for companies to make better decisions during the development of smart products.

2014 - 2020

**Product management
PayPal**

- **Lead Technical Product Manager 2018 - 2019:** Led PayPal's next data streaming and processing platform. Leveraging Spark as the main technology driver, and configuration based architecture.
- **Lead Product Manager - Analytics 2015 - 2018:** Drove in-house analytical products and team manager (PM + Designer) for PayPal's risk department in Tel Aviv.
- **Sr. International Quality and Product Manager (IL+MENA) 2014 - 2015:** Led the regional product management and quality activity supporting Geo-expansion activity and localized products for Israel and MENA.

2011 - 2014

**Software Engineering Team Leader
NICE Systems**

Lead of activity and team - Automation development.

2009 - 2011

**Software Engineering
dbMotion Ltd.**

Education

October 2022 - October 2023

**Postdoctoral Researcher
Reichman University (IDC Herzliya) + Harvard Business School**

- **Conducted innovative research as a Postdoctoral Researcher at the Arison School of Business, Reichman University, Israel,** explored the dynamic intersection of AI, **immersive technologies**, marketing, and ethics. This interdisciplinary research aimed to uncover the intricate relationships between these cutting-edge technologies and their profound implications for business and society.
- **Collaborated with Professor Elie Ofek of Harvard Business School,** on multiple **field studies** to advance our understanding of the complex dynamics between AI, immersive technologies, marketing, and ethics. These studies provided valuable insights into the transformative impact of these technologies on various industries and their stakeholders.

2018 - 2022

**Ph.D.
Ben Gurion University, Beer Sheva, Israel.**

Thesis: Responsible AI - Ethics as a Quality Driver in Agile Based Management.

Description: This study investigated the relationship between ethical principles in AI software development processes and quality. Through multiple field and lab experiments, the results show a significant positive correlation between the inclusion of ethics in the development process and improved software quality. Specifically, incorporating ethical considerations into Agile software projects has been found to enhance performance in multiple quality metrics.

2019 - 2019

**Visiting Ph.D Fellow Researcher
INSEAD**

- **Conducted research at the prestigious INSEAD campus in Fontainebleau, France:** Spent time as a visiting Ph.D. researcher at the esteemed INSEAD business school, working alongside esteemed Professor Pavel Kireyev to investigate the explainability of AI models and user acceptance of theological explanations in my Ph.D. dissertation.
- **Collaborated on multi-faceted research projects:** Dived into a range of field and lab experiments with Professor Kireyev, exploring the intricacies of AI model explainability and the human factors that influence user acceptance of theological explanations.
- **Focused on shedding light on the complexities of AI decision-making processes:** Utilized various research methodologies to better understand how AI models arrive at their conclusions and how users perceive and respond to theological explanations, with a focus on developing actionable insights that can improve the development and deployment of AI systems.

2018 - 2019

**MA., Philosophy of Science and Technology
Tel Aviv University, Tel Aviv, Israel.**
Executive program

2015 - 2017

**Masters Thesis Completion
Ben Gurion University, Beer Sheva, Israel.**

2007 - 2014

**BS.c. + MS.c. , Software Engineering
SCE College of Engineering, Beer Sheva , Israel.**

Academic Publications

- **Submitted and under review:** "Demystifying model transparency: Why Explainability matters for data engineers ". H Abdulhalim, Y Lurie, S Mark, Z Afik., 2024
- **Submitted and under review:** : Deep Learning in the Service of Customer Service: The Value of AI-Enabled Timely Performance Feedback. H Abdulhalim, B Kim, E Ofek, A Shalev, T Tron - Available at SSRN 4375014, 2024
- **Submitted and under review:** Denied by an (Unexplainable) Algorithm: Teleological Explanations for Algorithmic Decisions Enhance Customer Satisfaction. G Tomaino, H Abdulhalim, P Kireyev, K Wertenbroch – 2022
- "Ethics as a quality driver in agile software projects". H Abdulhalim, Y Lurie, S Mark - Journal of Service Science and Management, 2018

Academic Teaching Experience

- Ethics of immersive technologies Undergraduates / Graduate (2023 – present), Technion
- Virtual Horizons: Exploring the Metaverse Landscape Undergraduates / Graduate (2023 – present), Technion
- AI product management – Graduate (2023 – present), Afeka college of Engineering
- Introduction to Engineering Ethics– Undergraduates (2018 – present), Afeka college of Engineering
- Ethics of AI systems – Graduate (2022 – Present), Afeka college of Engineering
- Introduction to DevOps – Undergraduates (2022 – 2024), Afeka college of Engineering

- Software security - Undergraduates (2020 – 2022), Afeka college of Engineering

From the Media

[Forbes contributor](#)

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Distinctions

- Among the 40 under 40 The Marker list, 2019.
- Co-Founder and acting CEO of PhotonicSys Ltd. (www.PhotonicSys.com).
- Spoken and written languages (mother tongue level): English, Arabic, Hebrew.
- Dual citizenship: Israeli, American. Forbes contributor