

Rayana Almuhaish, CAPM®

Business Analyst | Project Management | Business Transformation | Innovation

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PROFESSIONAL EXPERIENCE

CAPM®-certified Business Analyst with a background in business analysis, project management, process improvement, innovation, and digital transformation. Skilled in translating business needs into practical solutions, improving processes and workflows, developing KPI dashboards, and working with cross-functional teams. Experienced in applying AI to support digital transformation, improve ways of working, streamline processes, and develop practical business solutions.

PROFESSIONAL EXPERIENCE

Business Analyst | TUV Rheinland Arabia — Full-Time

Feb 2026 – Present

- Conduct business and operational analysis to identify process gaps, improvement opportunities, and business requirements.
- Gather, document, and validate business requirements through stakeholder discussions and workshops, including BRDs and functional specifications.
- Develop and maintain operational KPI dashboards tracking performance metrics across multiple business units, enabling proactive identification of underperformance and continuous improvement opportunities.
- Analyze and improve internal processes and workflows, developing as-is and to-be process maps using BPMN to support process improvement and solution design.
- Work with cross-functional teams across operations, IT, and management to translate business needs into practical solutions and support project execution.
- Contribute to digital transformation initiatives by improving ways of working and applying AI to streamline processes, enhance productivity, support analysis, and develop practical business solutions.

Business Analyst | Saudi Telecom Company (stc) — Internship

Jul 2024 – Nov 2024

- Analyzed business and operational data to generate insights supporting decision-making, product improvement, and project performance.
- Developed KPI dashboards to monitor performance, project progress, and key operational metrics.
- Supported project planning and PMO reporting through data analysis and performance tracking.
- Translated business and product requirements into clear, actionable insights to support development and delivery teams.
- Collaborated with cross-functional teams to improve processes, delivery efficiency, and overall project outcomes.

KEY PROJECTS

TrackMate – Tracking System | stc · Cooperative Training Project

Jul – Nov 2024

Designed and delivered an end-to-end customer complaint tracking solution, translating business needs into a practical digital product and owning requirements analysis, feature planning, and workflow design across the product lifecycle.

LockKFU – Smart Locker Management System | King Faisal University · Graduation Project

Mar – Dec 2023

Led requirements gathering and Agile sprint planning for a smart locker reservation solution, defining workflows and system requirements to address campus resource reservation needs.

SKILLS

Business Analysis: Requirements Gathering & Analysis · Business Requirements Documentation (BRD) · Functional Requirements · User Stories · Use Cases · Stakeholder Analysis & Engagement · Business Process Modeling (BPMN) · Gap Analysis · SWOT Analysis · Root Cause Analysis · Process Mapping · Solution Design

Business Transformation & Innovation: Digital Transformation · AI Applications · Process Improvement · Innovation · Design Thinking · Feasibility Analysis · Solution Development · Change Management · Continuous Improvement

Project Management: Agile Methodologies (Scrum, Kanban) · Project Lifecycle Management · Project Planning & Scheduling · Risk Assessment & Mitigation · Project Charters · PMO Reporting · Cross-Functional Team Collaboration · KPI Tracking

Tools: Jira · Asana · Trello · MS Project · Power BI · Microsoft Excel · Confluence · Microsoft Office Suite

Soft Skills: Analytical Thinking · Problem Solving · Strategic Thinking · Stakeholder Communication · Presentation & Facilitation · Leadership · Negotiation · Adaptability · Emotional Intelligence · Detail Orientation · Decision Making · Time Management · Teamwork

EDUCATION

Bachelor of Management Information Systems, King Faisal University

Sep 2019 – Nov 2024

Very Good

CERTIFICATIONS & TRAINING

Certified Associate in Project Management (CAPM®) – Project Management Institute (PMI), 2025

Foundational Consulting Skills – Mustashar Accelerator, 2025

Forward Program – Business & Leadership Development – McKinsey & Company, 2025

LANGUAGES

Arabic – Native **English** – Full Professional Proficiency