Rawan Salman ALGhashmari
Saudi Arabia| alghashmarirawan@gmail.com |LinkedIn |GitHub| (+966) 55 361 2483

SUMMARY

Business Analyst with hands-on experience in enterprise application support, business process improvement, and AI-enabled solution delivery from business case and requirements (BRD, user stories) through MVP validation. Proven experience managing enterprise systems including Oracle Primavera Unifier and Zoho Help Desk, building Power BI dashboards, and applying AI-assisted techniques to solve operational challenges.

EXPERIENCE

Business Systems Analyst| PMO Office, Ministry Of Finance | Khatib Alami *Dec2025 – Present*

- Manage enterprise application administration and business process improvement across Zoho Help Desk and Oracle Primavera Unifier — including workflow configuration, ticket categorization, and user access management.
- Deliver operational reporting and data-driven decision support through Power BI dashboards
- Built an AI-assisted ticket classification solution: cleaned and prepared 700+ historical service desk tickets, applied prompt engineering techniques, and validated AI-generated classifications against manual review
- Serve as primary liaison between business users, vendors, and cross-functional teams for enterprise application support and process improvement initiatives

Founder & Lead – Tech Up Track (Technical Enrichment Program) | Dour Alriyadah *Jun2023 – Dec2025*

- Founded and led the Tech Up Track, a technical enrichment initiative focused on AI, data analytics, and emerging technologies
- Designed the program structure, learning roadmap, and industry-relevant technical content
- Planned and delivered technical workshops while coordinating with mentors and stakeholders
- Mentored participants through hands-on projects, fostering technical skills, collaboration, and continuous learning

Cybersecurity Trainee - Governance, Risk & Compliance | Taif Municipality *Jun2024 – Aug2024*

- Reviewed cybersecurity policies and governance documentation to support regulatory compliance
- Assisted in governance, risk assessment, and compliance activities across organizational departments
- Supported access management and database administration activities as part of cybersecurity operations

COMMUNITY EXPERIENCE

Assistant Trainer, Mawhiba Academic Enrichment Program (2025) | Advisor, Programming & AI Club, Taif University (2024–2025) | Media & Public Relations Leader, Google Developer Student Club (2023–2024)

EDUCATION

Bachelor's Degree in Information Technology *Jun2025*

Taif University, GPA 3.61/4.00

KEY PROJECT

AI Video Production Assistant — Business Analysis & AI-Enabled MVP

Delivered end-to-end business analysis for an AI-enabled product: business case, BRD, user stories, and MoSCoW-prioritized requirements — built and shipped as a working MVP using AI-assisted development.

Lasen – AI-Powered Speech Therapy System (Graduation Project*)* *First Place Winner – Graduation Projects Competition, Taif University (2025)*

Led technology evaluation and system design (ERD) for an AI speech-recognition platform; developed and integrated speech-to-text and text-to-speech functionality as the core technical contribution, then led UAT through user interviews and validation sessions.

Jannah – Event Ticketing System *Fourth Place Winner – Innovation Diwan Program, Misk Foundation (2024)*

Performed full requirements engineering — system scope, stakeholder mapping, and functional/non-functional requirements — with complete requirements-to-interface traceability.

Rafd – Gift Recommendation System (Software Engineering Project)

Contributed requirements analysis, use-case modeling, and database planning within a 5-member software engineering team.

AWARDS & ACHIEVEMENTS

- 2nd place - CAPSULE Hackathon (Bayan Project), Pharmathon Forum (2026)
- 1st place - Graduation Projects Competition, Taif University (2025)
- 4th place - Innovation Diwan Program, Misk Foundation (2024)
- Top 10 Project - Filmathon: Innovation in Filmmaking, Saudi Film Commission (2023)

COURSES & CERTIFICATIONS

- Business Analysis Fundamentals – Rawafed Tech Academy *(Apr 2026)*
- Data Analysis Using Python — Technical and Vocational Training Corporation (TVTC) (Feb 2026)
- Power BI & Looker Studio — Technical and Vocational Training Corporation (TVTC) (Feb 2026)
- Data Analysis & Management Reporting — Technical and Vocational Training Corporation (TVTC) (Jan 2026)
- Develop Generative AI Solutions with Azure OpenAI Service — Microsoft (Nov 2024)
- Designing and Implementing a Microsoft Azure AI Solution — Microsoft (Oct 2024)

Skills

Business Analysis, Requirements Gathering & Documentation (BRD, User Stories), Business Process Improvement, MoSCoW Prioritization, Requirements Traceability, UAT Planning, Stakeholder Management, AI Prompt Engineering (Gemini, Azure AI), AI-Assisted Development, Enterprise Application Support, Oracle Primavera Unifier, Zoho Help Desk, Power BI, SQL, Python