# MUAWYA AL-KHALAF

**BUSINESS ANALYSIS | CAPM® | PROCESS IMPROVEMENT | AI-POWERED BUSINESS SOLUTIONS**

Riyadh| +966509661688 | muawya.a@icloud.com | linkedin.com/in/muawya-alkhalaf

## PROFESSIONAL SUMMARY

**A Business Administration student focused on Business Analysis and the connection between business needs, processes, and systems. I hold the CAPM® certification and have experience with B2B customers, requirements gathering, and operational data.**
**In the coffee sector, I converted 19 to 22 of approximately 40 B2B prospects into recurring customers and built a Salla online store in about three days.**
**I'm currently developing skills in Business Process Improvement, Power BI, AI for Business, and project management, with a long-term focus on Strategy and Digital Transformation.**

## PROFESSIONAL EXPERIENCE

### Business Development Specialist | Raka.Coffee, Riyadh

**May 2024 – July 2025**

- Converted 19–22 of about 40 B2B prospects into recurring customers.
- Made 8–12 daily client visits and shared feedback for product decisions.
- Helped select 2 of 6 products based on quality, price, and market fit.
- Built a Salla store in about 3 days and optimized 6 listings for SEO.

### Project Documentation Assistant | Raya althaqa Contracting, Riyadh

**September 2023 – November 2023**

- Prepared 50 to 70 inspection and acceptance requests per day for a 98-villa construction project.
- Tracked quantities, completion percentages, and invoice data in Excel.
- Coordinated daily site inspections and recorded consultant acceptance results.

## CERTIFICATION

- Certified Associate in Project Management (CAPM)® — PMI, 2026
- IBM AI Product Manager Professional Certificate
- Generative AI for Product Managers Specialization
- Certified Associate in Project Management (CAPM) Specialization — Packt

## EDUCATION

### Arab Open University — Business Administration(Systems Track)

## BUSINESS & TECHNICAL SKILLS

- Business Analysis
- Requirements Gathering
- Requirements Management
- Business Process Analysis
- Business Process Improvement
- Stakeholder Management
- Project Coordination
- Project Planning and Scheduling
- Project Documentation
- Business Reporting
- Microsoft Excel
- Power BI (Currently Developing)
- AI for Business
- Generative AI
- AI Product Strategy

## INTERPERSONAL SKILLS

- Problem Solving
- Critical Thinking
- Interdisciplinary Collaboration
- Adaptability
- Attention to Detail

## LANGUAGES

- English
- Arabic