

RUFIANUL HAQ, PMP®

Business & System Analyst | Project Manager | Accreditation & Quality Assurance Specialist

Higher Education & Healthcare Systems | Saudi Arabia

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Professional Summary

PMP®-certified Business Analyst and Project Manager with 20+ years of experience inside Saudi Arabia's healthcare-education sector (KSAU-HS / Ministry of National Guard Health Affairs). Proven track record gathering business requirements, mapping workflows, running gap analysis, and translating institutional needs into practical technology solutions serving 8,000+ students and faculty. Delivered full NCAAA institutional accreditation for the DMD program (7-year cycle, 2020–2027) through rigorous KPI design, data analysis, and evidence documentation. Led multiple LMS, online assessment, and digital transformation projects end to end. Skilled in stakeholder and vendor management, business proposals, feasibility studies, and quality/compliance systems that drive measurable process improvement — including a 30% reduction in manual workflow processing time.

Core Competencies

- Business Requirements Analysis & Documentation
- Project Planning, Coordination & Delivery (PMP®)
- Accreditation & Quality Assurance (NCAAA Standards)
- KPI Development, Monitoring & Reporting
- Systems Analysis & Design
- LMS & Online Assessment Systems
- Educational Technology & Digital Transformation
- Workflow & Process Re-engineering
- Stakeholder, Committee & Vendor Management
- Risk, Issue & Change Management

Education

- Master of Business Administration (MBA) – IT Management, Jaipur National University, India
- Bachelor of Arts (Humanities), Jai Narain Vyas University, Jodhpur, India
- Post Graduate Diploma in Computer Applications, Bharat Computer Studies, India

Certifications

- Project Management Professional (PMP), PMI, 2025, Certification Number: 4237810
- Red Hat Certified Engineer, Certificate No: 805010256045558 in 2010 from USA
- Certificate Key Performance Indicator, (KPI) course, from Riyadh, KSA

Awards & Recognition

- Staff Award of Excellence (1st Place), AY 2020–2021
- Employee of the Month: June 2021, November 2022, July 2024
- Appreciation for DMD Program Full Accreditation (NCAAA, 2020–2027)

Project & Quality Responsibilities

- Developed project plans, schedules, and status reports.
- Tracked risks, issues, dependencies, and mitigation actions.
- Coordinated cross-functional teams, committees, and external vendors.
- Supported continuous quality improvement initiatives aligned with NCAAA standards.
- Collected, analyzed, validated, and reported academic and operational data.
- Maintained accreditation documentation and evidence repositories.
- Supported change management, training, and user adoption activities.

Key Projects & Initiatives

- LMS implementation and system upgrades
- Online assessment and examination systems
- Academic management and workflow systems
- Digital transformation initiatives across colleges
- Accreditation self-study, KPI reporting, and compliance tracking

Key Achievements

- Secured NCAAA full accreditation for DMD program for a 7-year cycle (2020–2027) through rigorous documentation, data analysis, and evidence preparation.
- Delivered multiple system implementations (LMS, online exam, academic management) serving 8,000+ users, on time.
- Led workflow analysis and documentation for technology-enabled academic processes.
- Designed KPI monitoring frameworks adopted institution-wide, enabling real-time tracking of quality and accreditation compliance metrics
- Managed RFQs, vendor evaluations, and cross-functional coordination with IT and academic teams.
- Reduced manual academic workflow processing time by approximately 30% through process re-engineering and system automation recommendations.
- Recognized with Staff Award of Excellence (1st Place) AY 2020–2021 and multiple Employee of the Month awards (2021, 2022, 2024).

Professional Experience

Computer Engineer (Business & Systems Analyst / Project Corrdinator)

College of Dentistry, King Saud bin Abdulaziz University for Health Sciences (KSAU-HS)

Ministry of National Guard Health Affairs,

Riyadh, Saudi Arabia

Apr 2011 – Present

- Acted as lead Business Analyst for LMS, online assessment, and academic management system rollouts across multiple colleges gathered requirements, mapped workflows, and coordinated timelines and user adoption for 8,000+ students and faculty.
- Managed project documentation, schedules, and RFQ processes for educational technology solutions, liaising between IT teams, academic departments, and external vendors.
- Supported the full NCAAA accreditation cycle for the DMD program (2020–2027), contributing to a successful 7-year accreditation outcome.
- Developed and monitored institutional KPIs aligned with NCAAA accreditation standards and quality benchmarks, producing regular compliance reports for academic leadership.
- Prepared Self Evaluation Scales (SES), Self-Study Reports (SSR), and maintained accreditation evidence repositories ensuring documentation readiness for site visits.
- Participated in NCAAA mock reviews and final accreditation site visits, providing technical and documentation support throughout the evaluation process.
- Developed user manuals, training materials, and change-support documentation to facilitate staff adoption of new academic systems and quality procedures.

Curriculum Technical Designer

College of Medicine, King Saud bin Abdulaziz University for Health Sciences (KSAU-HS)

Ministry of National Guard Health Affairs,

Riyadh, Saudi Arabia

Mar 2005 – Mar 2011

- Designed and managed curriculum management systems supporting scheduling, registration, reporting, and database administration.
- Provided technical support for faculty and academic administrators, ensuring smooth operation of curriculum systems and resolving user issues promptly.
- Maintained system backups, monitored data integrity, and kept operational documentation up to date to ensure system reliability and continuity.

System Administrator / Project Coordinator

New Horizons Computer Learning Centers |

Ministry of National Guard Health Affairs,

Riyadh, Saudi Arabia

Mar 2000 – Dec 2004

- Coordinated end-to-end operations of an IT training center: scheduling, registration, database administration, and daily reporting.
- Administered technical infrastructure including hardware troubleshooting, system backups, and user support for 100+ training participants per cycle.
- Produced daily reports for center management, demonstrating early strength in data analysis and business reporting.