

Knowledge management professional and full-cycle project manager with a decade of experience in positioning organizations for knowledge-driven competitive advantage. Recognized for building KM departments and teams from the ground up, boosting information flows by 30%, and elevating technology awareness by 70%. As a bilingual communicator fluent in English and Arabic, excel in stakeholder engagement and business systems analysis. Expertise lies in partnering with diverse industry clients, accurately identifying needs, pain points, and objectives, and creating tailored knowledge management programs. Dedicated to cultivating knowledge-sharing cultures and have a proven track record of leading KM initiatives from end to end, resulting in enhanced knowledge capital capture, management, sharing, and accessibility. Specialize in streamlining processes, developing essential tools, and providing comprehensive training on KM best practices, ensuring organizations maximize the value of their intellectual assets.

SKILLSET			
Knowledge Management	Knowledge Sharing & Retention	Process Improvement / Scaling	Attention to Detail
Knowledge Mapping & Auditing	Knowledge Governance & Policy	Problem-Solving / Analysis	Training / Coaching
KM Strategy & Roadmap	AI-Powered Knowledge Platforms	Client Relations Management	Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

DEPARTMENT OF GOVERNMENT ENABLEMENT (DGE) – Abu Dhabi TAMM ▪ Abu Dhabi, UAE

July 2025—Present

<https://www.tamm.abudhabi/>

Knowledge Management Expert

- Driving TAMM’s KM strategy to support institutional learning and digital service excellence.
- Establishing KM governance, taxonomy, and policies to standardize knowledge capture and sharing.
- Leading AI-enabled knowledge platform development for best practices and insights.
- Facilitating cross-departmental knowledge sharing and communities of practice.
- Monitoring KM performance through usage metrics and improvement initiatives.

MÜLLER'S SOLUTIONS (MS) | PwC MIDDLE EAST – Confidential Government Client ▪ Riyadh, KSA

Dec 2024—Jun 2025

<https://www.mullerssolutions.com>

Knowledge Management Consultant

- Directed a strategic KM engagement in partnership with PwC Middle East for a high-profile Saudi government client.
- Designed and implemented a robust Knowledge Management Framework aligned with ISO 30401 and APQC standards, encompassing governance, lifecycle processes, roles and responsibilities, and enabling technologies.
- Conducted an enterprise-wide Knowledge Audit, mapping explicit and tacit knowledge, identifying critical gaps, and formulating strategies for documentation, transfer, and risk mitigation.
- Led the creation and rollout of a bilingual KM Awareness Campaign, featuring gamified content, storytelling, and knowledge challenges to promote KM culture and stakeholder engagement.
- Developed and implemented KM performance metrics and KPIs, integrating knowledge documentation rates, participation metrics, and reuse statistics into reporting dashboards.
- Proposed and specified a smart AI-powered KM platform, including contextual search, NLP, machine-learning indexing, and personalized knowledge recommendations.

UNITED NATIONS DEVELOPMENT PROGRAM (UNDP) ▪ Khartoum, Sudan

Dec 2019—Jul 2023

<https://www.undp.org/sudan>

Knowledge Management Specialist, UNDP Sudan Country Office | Knowledge Management Architect (promoted)

- Identified need for knowledge management system in UNDP Sudan environment
- Executed knowledge audit, performed as-is assessment, and determined stakeholder pain points, requirements, and goals
- Created and delivered comprehensive knowledge management program proposal for UNDP country office, including gap analysis, culture and technology-related gap mitigation, implementation plan roadmap, and KM tactics and strategies
- Increased performance by 30% in one year and enhanced transparency and engagement by developing monitoring tool for projects

and candidates, subsequently adopted by entire team

- Transformed and designed Origami structure (people metadata approach) into technology platform and collaborated with software development to create AI-driven applications to facilitate team building, performance management, project tracking, and budget overview
- Expanded staff knowledge management skills by creating tailored KM training
- Facilitated development of knowledge partnership strategy for Accelerator Lab Sudan.

SUDANESE KNOWLEDGE SOCIETY (SKS) ▪ Khartoum, Sudan

Nov 2012—Nov2024

<http://www.sksociety.org>

Volunteer Knowledge Management Subject Matter Expert (SME) | Volunteer KM Course Instructor & Consultant

- Championed knowledge management concepts, methods, and values across Sudanese community (institutions, organizations, and individuals)
- Maximized KM awareness and shared best practices by developing and conducting training sessions/workshops, building strong online and social media engagement, and serving as advisory body for private/public sectors
- Accelerated Society expansion, securing 80% increase in membership and 50% growth in partnerships within one year
- Increased organizational efficiencies 5% via effective instruction of KM in areas of project management
- Developed and deployed SOPs and guidelines for knowledge management processes
- Enhanced technology team knowledge base by enabling collection, structuring, sharing of information, expertise, and best practices
- Fueled applications development by applying KM solution-identifying requirements and directly aligning with enterprise objectives
- Enabled citizen involvement in research by designing citizen science approach model for KM implementation with citizen science projects
- Presented citizen science approach model at 10th biennial ICAT (International Network on Appropriate Technology) conference and conducted three sessions with institutes interested in citizen science

RIDA MINING GROUP ▪ Khartoum, Sudan

Jun 2021—Jun 2022

<https://ridagroup.com>

Senior Knowledge Management Specialist

- Built organization's Knowledge Management Department and top-talent three-member team from ground up
- Created and drove KM vision, communication strategy, and future-state plan
- Designed and developed customized KM strategies, systems, and tactics, including operational structures and governance
- Maximized knowledge management awareness and communicated new company opportunities
- Conceived realistic, time-phased KM roadmap and timeline (phased implementation plan)
- Improved strategies targeting technical knowledge gathering, interpretation, and cadence across stakeholder groups by providing technical leadership on traditional and digital learning approaches
- Held end-to-end ownership over KM initiatives, including content strategy projects and learning documentation and sharing projects.

ALETEGAHAT ALMOTADEDA GROUP ▪ Khartoum, Sudan

Jun 2015—Aug 2021

<https://exportdev.net>

Senior Business Applications Analyst | Systems & Applications Team Leader (promoted)

- Directed organization's top-performing five-member ERP system team in delivering business analyses regarding ERP development and execution, including requisite documentation for full project lifecycles, spanning from concept to client/solution delivery
- Designed and implemented 85% of new ERP system within 6-month period
- Raised technology awareness 70% by training and motivating employees via workshops and informal sessions
- Increased corporate profitability 12% and helped automate entire company from legacy systems to fully paperless transactions
- Established MIS from ground up, involving business analysis and needs requirements
- Ensured seamless integration of corporate initiatives by strengthening cross-functional collaboration with internal/external stakeholders
- Devised and executed high-performing ERP and workflow system
- Achieved 31.5% excellence score and 'Excellent Organization' designation by successfully implementing ISO standard 9001 and European Excellence Model (EFQM) into IT department
- Expanded end-user knowledge of ERP System module functionalities by facilitating development and delivery of in-house training

- Confirmed fulfillment of Alategahat Group requirements for configuration systems modules
- Maximized customer satisfaction via diligent follow-up on unresolved ERP-related issues and driving resolution
- Enhanced performance transparency by preparing reports on system support function activities/achievements for leadership
- Awarded promotion from Systems & Applications Team Leader in 2017 in acknowledgment of exceptional performance.

Previous: **Project Coordinator & Research Supervisor**, WAR CHILD HOLLAND ▪ **ERP Systems Analyst**, WHITE NILE SUGAR COMPANY ▪ **Junior Knowledge Officer**, KENANA ENGINEERING & TECHNICAL SERVICES

EDUCATION & TECHNOLOGY

Master of Business Administration (MBA), University of Khartoum, Khartoum, Sudan

Bachelor of Science in Management Information Systems (BS), Ahfad University for Women (AUW), Omdurman, Sudan

Graduate Project: "The Impact of Knowledge Management (KM) on Kenana Engineering and Technical Services (KETS) Projects." Identified impact of Knowledge Management (KM) on KETS projects, explored benefits of KM on project-oriented companies, and examined the perception of relevant employees and staff. **Recipient of the "Best Research" Award.**

Technology: Microsoft Office Suite (Excel, Word, PowerPoint, Outlook, Visio, SharePoint)

CERTIFICATIONS & TRAININGS

Certified Knowledge Manager (CKM) – KMI ▪ **Knowledge Management & Big Data in Business Certification** ▪ **Knowledge Audits Certification** ▪ ITIL v3 Foundation Certification ▪ Agile Certified Practitioner (ACP) Preparatory Course, Khartoum, Sudan 2022 ▪ Project Management Professional (PMP) Preparatory Course, Khartoum, Sudan 2022 ▪ Knowledge and Innovation Transfer through Technology Transfer Offices (TTOs): Approaching the Entrepreneurship support through the design of business laboratory Training, Chisinau, Moldova 2022 ▪ Support and Follow Up of Trained Cadre in Their Dissemination of Knowledge & Communication Training, Khartoum, Sudan 2018

CONFERENCES & SUMMITS / PUBLISHED PAPERS

Knowledge Summit, Dubai, UAE 2024 ▪ Knowledge Summit, Dubai, UAE 2023 ▪ 10th International Conference in Appropriate Technology, Khartoum, Sudan 2022 ▪ ICARDA-Morocco - Learning Route Travelling Workshop, Rabat, Morocco 2022 ▪ Artificial Intelligence for Collective Intelligence (AI4CI) Doha, Qatar 2022 ▪ 6th International Conference in Appropriate Technology, Nairobi, Kenya ▪ Educational Reform in Sudan Workshop, Omdurman, Sudan ▪ Knowledge and Innovation: Technology, Pedagogy, and Culture Workshop, Khartoum, Sudan ▪ Knowledge Management Capacity in Africa (Harnessing Tools for Development and Innovation) Workshop, Khartoum, Sudan
Published Paper: "The Impact of Knowledge Management on Kenana Projects" presented at the KM Africa Workshop (2012)