

# KHALID AL KJAWABRI

EXPERIENCED RETAIL & HOSPITALITY - MANAGER | AI ENTHUSIAST

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18 November | Muscat | Oman

## LANGUAGES

Arabic ★★★★★  
English ★★★★★

## EDUCATION

- Business Management** - Institute of National Cadres for Training & Qualification | 2023
- AI Product Management Certification** - Makeen Program | 2024
- Digital Freelancer Nanodegree** - Udacity | 2024
- Microsoft Certifications (various)** - LinkedIn | 2020
- Food Safety Manager Certification** - Al Shaya Group | 2016
- General Manager Job Shadowing Program** - Hyatt Hotels Corporation | 2015
- Shake Shack Training Completion** | 2016
- High School Diploma** - Oman University | 2008

## SKILLS

- Leadership & Team Development:** Team coaching, performance optimization, and cross-functional collaboration.
- Customer Service & Relationship Management:** Customer satisfaction, conflict resolution, stakeholder engagement.
- Sales & Inventory Management:** Sales strategy, stock control, forecasting, and cost management.
- AI Product Management:** Product proposal development, user interface design, success metrics, and model deployment.
- Technical Proficiencies:** AWS Rekognition, AutoML, Microsoft Office Suite, Canva, CRM systems.

## PROFILE

Dedicated and results-driven professional with extensive experience in retail and hospitality management. Proven ability to lead teams, drive sales, ensure operational excellence, and provide exceptional customer service. Experienced in project management, AI product strategy, and deploying AI/ML models for business solutions. Seeking a challenging position where I can leverage my diverse skill set and industry knowledge to make impactful contributions.

## WORK EXPERIENCE

### Manager & Duty Manager, Retail & F&B

IKEA Oman December 2021 – September 2023

- Ensured compliance with global and national standards, securing a safe environment for customers and co-workers.
- Managed stock levels, reordering, and FIFO stock rotation in Swedish Food Market & Bistro units.
- Trained co-workers on food preparation, quality, and safety regulations, in line with local health, safety, and HACCP standards.
- Controlled food, operational costs, productivity, and conducted inventory management.
- Led team development, managed staff planning, and implemented integrated multichannel strategies.

### American Eagle Outfitter, Sales Manager

Al Shaya Group | Oman February 2017 – November 2021

- Managed inventory, cash handling, and store audits across six major areas, achieving 100% sales targets.
- Trained and coached sales teams, conducted market analysis, and led visual merchandising for brand enhancement.
- Built and maintained customer relationships, achieving 100% customer satisfaction and optimal store performance.

### Restaurant Management

Al Shaya Group | Oman October 2015 – January 2017

- Oversaw restaurant operations, ensuring quality standards, cash management, and guest experience.
- Conducted staff training and introduced new menu items to enhance customer satisfaction.

### Team Leader - Grand Hyatt Muscat

Hyatt Hotels Corporation | Oman April 2008 – September 2015

- Supervised hotel occupancy, led cross-functional teams, and managed customer relations.
- Developed and trained front office and guest relations teams, coordinated with multiple departments to optimize guest experience.
- Maintained vendor relationships, achieving cost savings, and ensured on-time complaint resolution.

## PROJECTS

### AI Product Management Projects (2024)

Makeen Program - Product Management for AI/ML Cohort by PM Exercises

- IntelliCart Business Proposal:** Created a business proposal for IntelliCart, an AI-based recommendation system to enhance personalization in online retail. Defined business goals, success metrics, data acquisition strategy, model development, MVP sketches, and post-launch roadmap.
- AutoML Medical Image Classification Project:** Developed a model using AWS Rekognition to classify pediatric X-rays into healthy, pneumonia, or uncertain categories. Analyzed model performance across balanced/unbalanced datasets and implemented quality assurance for a diagnostic aid.
- Capstone Project – IntelliCart MVP Design:** Developed user interface sketches using Canva for the IntelliCart MVP to facilitate product recommendation based on real-time data.

Worked as part of the opening teams for Shake Shack, American Eagle, and IKEA.