Khaled (Kyle) Ahmed

Khaled Kyle Ahmed
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Professional Summary

Results-driven professional with expertise in educational leadership, market research, front-end development, and growth strategy. Proven success in expanding educational platforms, managing government-level deals, researching new markets, and building communities. Skilled in HTML, CSS, JavaScript, and React, with demonstrated experience developing responsive web applications. Passionate about delivering solutions that are user-focused and effective.

Experience

Professor of English Literature (Xi'an Jiaotong University City College)

September 2024 – Present

- Delivering comprehensive lectures on the history of English literature to undergraduate students.
- Developing engaging lesson plans, assignments, and assessments to promote learning and critical thinking.
- Mentoring students and providing academic guidance to enhance their understanding of English literature.

Director of MENA (ClassIn) (ClassIn)

April 2023 – September 2024

- Led the expansion and growth of ClassIn's educational platform in the MENA region.
- Negotiated, drafted, and closed high-value proposals, contracts, and MoUs with government entities.
- Acted as a liaison between technical and business teams to provide valuable product feedback and improvements.

Event Marketing & Community Manager (ClassIn) (ClassIn)

October 2021 – September 2024

- Strategized, planned, and launched 30+ webinars with over 5000 attendees.
- Built and managed user communities of 15,000+ members, enhancing engagement and retention.
- Developed relationships with 50+ Key Opinion Leaders (KOLs) and conducted 100+ user interviews.
- Proofread and edited over 10,000 strings of translated product content for accuracy and consistency.
- Managed content creation and social media presence, increasing visibility and engagement.

User Operations Lead (ClassIn) (ClassIn)

September 2022 – April 2023

- Handled all user-related matters, including community management, KOL support, and content moderation.
- Collaborated with the product team to enhance user experience based on feedback.

Growth Specialist (Plato Education)

April 2022 – May 2023

- Established partnerships with educators to provide high-quality online education to children aged 6-12.
- Created learning programs focusing on English Language Arts, project-based learning, and coding.

Head Of Learning & Training (Sesame Street English)

June 2018 – October 2021

- Launched the English learning program, recruiting 50+ long-term students.
- Designed training sessions for teachers, ensuring high-quality instruction.
- Facilitated communication between teachers, parents, and students, organizing events.

Co-founder & Trainer (ACS. Advanced Corporate Services)

November 2016 – April 2018

- Co-founded a training company specializing in English, soft skills, and business administration.
- Delivered over 150 training sessions and created a 3-month ESL program with 200+ students.

Senior Customer Service Representative (SiriusXM Radios)

April 2014 – November 2015

- Provided training to service representatives, improving satisfaction rates from 72% to 89%.
- Increased sales target achievement from 80% to 94% through effective coaching.

Education

CELTA (Certificate in English Language Teaching to Adults) - University of Cambridge (September 2023 – December 2023)

Bachelor's Degree in English Language and Literature - Ain Shams University (September 2011 – June 2015)

Skills

Front-End Development: HTML, CSS, JavaScript, React

Educational Leadership & Training

Community Management & Content Creation

Customer Service & Sales Operations

Certifications

CELTA – University of Cambridge