

Curriculum Vitae

****Name:**** Medhat Khaled Mohamed

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****Location:**** Madinah, Saudi Arabia

****Nationality:**** Egyptian

Professional Summary

Experienced and result-driven food & beverage professional with over 11 years of proven leadership in multi-unit operations management across top international brands including Starbucks, Costa Coffee, KFC, and Kyan. Strong track record in team leadership, store performance optimization, customer satisfaction, and strategic planning. Seeking new opportunities to leverage my extensive Gulf experience in a dynamic organization.

Work Experience

- ****Operations Manager****
 - Kyan – Madinah, Saudi Arabia
 - July 2024 – Present
 - - Oversee daily operations across multiple Kyan stores.
 - - Lead teams in achieving sales targets and operational KPIs.
 - - Ensure high standards of quality, customer service, and food safety.
- ****Area Manager****
 - Costa Coffee – Jeddah, Saudi Arabia
 - April 2022 – April 2024
 - - Managed a portfolio of Costa Coffee stores in the western region.
 - - Supervised store managers and provided training/coaching.
 - - Implemented strategic initiatives to boost performance and profitability.
- ****Multi-Unit Manager****
 - Starbucks – Madinah, Saudi Arabia
 - February 2016 – February 2022
 - - Managed several Starbucks locations, ensuring consistent brand delivery.
 - - Focused on staff development, customer engagement, and operational excellence.

- - Achieved growth in sales and customer satisfaction scores.
- ****Store Manager****
- KFC – Madinah, Saudi Arabia
- November 2013 – November 2015
- - Managed full store operations including inventory, staff, and service.
- - Led a team of employees to deliver daily targets.
- - Maintained quality assurance and compliance with corporate standards.

Education

Bachelor's Degree in Tourism and Hotels

Faculty of Tourism and Hotels, Egypt

Graduation Year: 2008

Skills

- - Multi-unit Operations Management
- - Leadership & Team Development
- - Sales & P&L Management
- - Quality & Service Standards (QSC)
- - Customer Experience Optimization
- - Food Safety & HACCP
- - Excellent Communication in Arabic & English
- - Proficient in POS Systems and Microsoft Office

References

Available upon request