



Amal Bukhari

□ PERSONAL DETAILS

+966536291898
Jeddah, KSA-WP Region
Amal.a.bukhari6@gmail.com

□ SUMMARY

- Experienced eLearning support with a background in retail management. Skilled in course creation, learning management systems (LMS), and multimedia content development. Proficient in handling Learning Links and creating engaging and interactive learning programs. Strong troubleshooting and issue resolution abilities, as well as data analysis and reporting skills. Experienced in delivering impactful presentations and providing technical support.

□ WORK EXPERIENCE

2023-10 - present

Store Manager | Starbucks

Saudi Arabia – Jeddah
Store Manager | Starbucks Coffee

Experienced Store Manager with a proven track record in the Starbucks industry. Strong leadership skills, excellent customer service, and a passion for creating a positive team environment, managing and motivating the team, and developing their skills. We are committed to enhancing sales, exceeding goals, providing exceptional coffee experiences, managing inventory, solving all problems related to the store, and representing the brand with the best skills.

2023-04 – 2024-1

E-learning Support | Starbucks MENA

Alshaya Group
Saudi Arabia - Jeddah

As an E-learning support at Starbucks, I design and implement E-Learning modules for the MENA region. I am responsible for bridging opportunity gaps by creating blended and integrated E-learning interventions and solutions. I strive to employ innovative, user-friendly, and benchmarked practices to ensure that Starbucks partners across MENA benefit from high-quality learning experiences.

In this position, I focus on developing new tools, improving existing ones, and devising creative learning platforms. These efforts ensure that our E-learning modules are contemporary and highly effective in addressing identified individual and group opportunity gaps. I actively solicit stakeholder feedback and promptly respond to inquiries from all markets, creating a collaborative learning environment.

Additionally, I provide all markets training progress reports and feedback reports, enabling data-driven decision-making and continuous improvement of our training initiatives. By leveraging my expertise in E-Learning, I contribute to the success of Starbucks' learning and development strategies in the MENA region.

2023-07 - 2022-04

Assistant Store Manager | Starbucks

Saudi Arabia – Jeddah
Assistant Store Manager | Starbucks Coffee

Experienced Assistant Store Manager with a proven track record in the Starbucks industry. Strong leadership skills, excellent customer service, and a passion for creating a positive team environment. Dedicated to driving sales, exceeding targets, and delivering exceptional coffee experiences.

▪ SKILLS

Learning & Development	10
Continuous Learning	10
Project Management	10
Facilitation and Presentation Skills	10
Multimedia Design (graphic design, video editing, animation)	9
Authoring Tool Skills: (DominKnow, iSpring Suite, Articulate 360)	10
Learning Management Systems (LMS)	10
Team Leadership and Development	10
Microsoft Office Suite	10
Power BI:	8
Operations Management	10
Communication and Collaboration	10

2022-04 – 2022-12

Trainer Specialist | Starbucks | Training Center

Saudi Arabia – Jeddah

Trainer Specialist | Starbucks KSA

2022-01 – 2022-04

Shift Supervisor | Starbucks

Saudi Arabia – Jeddah

Shift Supervisor | Starbucks KSA

2021-09 – 2022-01

Barista | Starbucks

Saudi Arabia – Jeddah

Barista | Starbucks KSA

2013-01 – 2020-02

Manager and Data Entry

AL Bay Foundation, Jeddah, KSA

□ EDUCATION

2009-07

University of King Abdulaziz

Business Administration College

Marketing Specialization (May 2010)

□ QUALIFICATIONS

- Experience in driving digital learning transformation at Starbucks MENA
- Design and implementation of E-Learning modules
- Extensive experience as an Assistant Store Manager at Starbucks.
- Strong leadership abilities and a track record of successfully managing teams.
- Exceptional customer service skills, ensuring a positive experience for all customers.
- Passionate about creating a positive and inclusive work environment.
- Skilled in inventory management, scheduling, and optimizing store operations.
- Excellent problem-solving and decision-making skills.
- Focus on maintaining high standards.
- Proficient in utilizing technology and POS systems to streamline processes.

▪ LANGUAGES

Arabic

10

English

8

□ ACHIEVEMENTS

I have achieved notable recognition for my contributions:

- Received the Bravo Award from Starbucks MENA for my outstanding contributions in supporting the training progress of Barista Trainers in KSA-WP. I played a key role in certifying over 200 partners as Barista Trainers and effectively coordinated training activities at the training center.
- Received and won an ARC award from Starbucks MENA's E-learning manager in recognition of my exceptional work developing and executing a comprehensive training program. This program resulted in measurable improvements in employee performance and productivity.

These achievements reflect my dedication to delivering outstanding learning experiences and driving positive results within the organization.

□ CERTIFICATIONS

- Customer Service Certificate | International Higher Institute
- Training of Trainers (TOT) Certificate | Technical and Vocational Training Corporation
- A Japanese Kaizen Methodology Course - King Fahd National Library
- Scale Hermann Certificate - King Fahd National Library
- Data Analysis & AI Application in Excel & Power BI Diploma Certificate | IMP

These certifications validate my expertise and training delivery. They demonstrate my commitment to continuous professional growth and enable me to provide high-quality learning experiences, contributing to the company's success.