

CHRISTOPHE KHUON

Product Operations Manager | SaaS & EdTech

New York City, NY • christophe.khuon@gmail.com • +33 7 83 95 89 89

LinkedIn: [linkedin.com/in/christophekhuon](https://www.linkedin.com/in/christophekhuon) • Portfolio: shopminder.fr • US Work Authorized (Green Card)

PROFESSIONAL SUMMARY

Product Operations leader with 7+ years scaling programs and teams across 3 countries (France, Thailand, Israel). Founded and launched a consumer SaaS app (10+ features shipped in 6 months, private beta) using AI-assisted development. Proven track record managing €500K+ budgets, teams of 15+, and programs serving 800+ users. Combines hands-on technical fluency (no-code, AI workflows) with multilingual stakeholder management (5 languages). Focused on driving operational efficiency, scalability, and delivery speed.

KEY ACHIEVEMENTS

- Built MyShopMinder from zero to production: 10+ features including AI cooking assistant, voice-activated inventory, and subscription billing — launched private beta
- Drove 71% reduction (7 days → 2 days) in student response time at SKEMA Business School through process optimization and new ticketing adoption
- Led Institut Français - Jerusalem through geopolitical instability: maintained 500 students, €500K budget, team of 12

TECHNICAL SKILLS

Product & Tech: AI-assisted development (Cursor, Claude AI), no-code builds, React Native (mobile), Supabase

Operations & Analytics: PowerBI, ERP systems, workflow automation, Microsoft 365, Google Workspace

Languages: English (Fluent), French & Cantonese (Native), Mandarin (Professional), Spanish (Basic)

PROFESSIONAL EXPERIENCE

MyShopMinder – Founder & Product Lead | Remote | 2024 – Present

AI-powered mobile app for household shopping and meal planning (iOS & Android)

- Shipped 10+ features in 6 months as solo founder: AI cooking assistant "Chef Marcel," voice-activated inventory management, smart recipe suggestions, weekly meal planner, and subscription billing
- Launched private beta with early adopters; implemented freemium model with monthly/annual/lifetime pricing
- Built full mobile app using AI-assisted development (Cursor + Claude AI), reducing typical dev timeline by 60%

SKEMA Business School | Suresnes, France | June 2023 - Present

Supervisor & Events Manager | Sept 2024 – Present

- Leading a team of 4 managing front desk operations serving 1,000+ students monthly (ID cards, transcripts, TOEIC/TOEFL results)
- Sole owner of event coordination: 50+ events annually ranging from 10-person workshops to 2,500-attendee orientation sessions
- Reduced average response time by 71% (7 days → 2 days) by optimizing workflows and adoption of new ticketing system
- Maintain 88% student satisfaction score through redesigned front desk operations and dashboard reporting

Academic Program Coordinator | June 2023 – Sept 2024

- Managed end-to-end operations for 2 MSc programs (CFM & SFF) serving 310 students: course scheduling, exam planning, attendance tracking, and grade jury coordination

C-TEC | France | Sept 2022 – April 2023 - Program coordinator. Managed 30 instructors and contributed to QUALIOPi certification audit

Alliance Française Chiang Mai | Thailand | Sept 2021 – June 2022

Director

- Led full P&L responsibility for cultural institution: €27K budget, team of 7, serving 200 students
- Pivoted operations during COVID-19: transitioned to hybrid model, maintained enrollment despite city-wide closures

Institut Français de Jérusalem | Israel | Dec 2017 – Nov 2019

Director | March – Nov 2019

- Promoted to lead institution during leadership transition: managed €500K budget, team of 12, and 500 students
- Maintained institutional stability and enrollment through periods of regional instability

Program & Operations Manager | Dec 2017 – March 2019

- Managed pedagogical operations for 500 students across 2 programs including specialized military French curriculum
- Supervised 10 instructors: hiring, training, scheduling, and performance management

EDUCATION

Master's Degree – Language Education & Training Engineering, Sorbonne Nouvelle University, Paris | 2017