Khalil Ajiborode

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PROFESSIONAL EXPERIENCE

Amazon, Product Manager**,** Amazon Fashion, Los Angeles, CA   December 2021-Present
- Responsible for customer returns analytics, returns experiences, and sustainability initiatives for Amazon Fashion
- Analyzes large datasets using SQL to identify trends and customer insights that uncover user needs to increase cost savings stemming from avoided returns
- Drives CX experiments with globally distributed teams to intelligently surface relevant shopping insights to customers for trust-building experiences, which lead to achieving 4x the targeted 2022 cost savings goals
- Partners with sustainability team to improve the packaging certification algorithm to reduce the amount of double-boxed items and other wasteful practices

Capital One, McLean, VA   July 2016-December 2021
Conversational AI, Senior Product Manager
- Collaborated with cross-functional technical, design, and machine learning teams to launch personalized, intelligent experiences to customers within Eno, Capital One's virtual assistant
- Improved customer experience by onboarding relevant APIs and analyzing user behavior to improve Eno's personalization and in-conversation recommendations
- Successfully pitched innovative ideas to VP+ level leadership to get buy-in on proposed, transformational experiences
- Launched A/B test experiments with data science team to gather customer sentiment on new experiences
- Developed Eno roadmap by prioritizing a backlog of over 500 user intents and features by analyzing customer insights
- Authored Natural Language Generation (NLG) Graphs and collaborate with Natural Language Understanding (NLU) teams to enhance Eno's machine-to-human communication abilities

Cyber Machine Learning, Senior Product Owner/Scrum Master
- Lead 3 engineering teams along the development of internal security information and event management (SIEM) tool, to enable cyber analysts and machine learning engineers
- Collaborated with product director, internal customers, and design teams to prioritize delivery items to develop realistic and achievable product roadmap
- Improved platform architecture and data ingestion pipeline resiliency by prioritizing the integration of enterprise microservices
- Organized quarterly Hackathons to drive innovative solutions between the dev teams and stakeholders
- Implemented SWAT team concept to aid team to reduce number of technical debt tickets by 51%

Cyber Machine Learning, Scrum Master
- Lead 3 engineering teams along the development of internal security information and event management (SIEM) tool, to enable cyber analysts and machine learning engineers to perform their analysis more efficiently
- Facilitated all agile ceremonies and coached teams on agile principles at team level and at release train level
- Increased business value delivery on average by 33% per program increment (PI, four two week sprints)

ENTREPRENEURIAL EXPERIENCE

Gold Label Trades, Co-Founder
- Gold Label Trades is tech company that offers algorithmic trading programs for asset classes such as foreign exchange and cryptocurrency
- Collaborates with founders ensure the success of the trading bots, which has lead to a 563% account growth in 2022
- Designed website and social media graphics to educate users on company performance, and how to subscribe
- Ensure customer success by providing one on one guidance to new users, as well as developing a comprehensive and intuitive onboarding document to scale customer assistance

Playmakers US, Co-Founder
- Launched an events and lifestyle brand hosting over 36 successful events per year
- Spearheaded digital branding/marketing strategy resulting in 20,000+ interactive followers, 16,000+ attendee emails, and an unparalleled customer loyalty in Washington, DC and New York City
- Leveraged Mailchimp, Facebook, Instagram, and Eventbrite Analytics to substantially increase engagement
- Created 100+ event marketing graphics and partnership decks, resulting in partnerships with established brands such as Lyft and Diageo
- Provided consulting services for local brands to develop multicultural marketing strategies
- Negotiated contracts with established venues and brands when organizing events

EDUCATION

Howard University, Washington, DC   **B.B.A.** Information Systems and Analysis
Wharton, University of Pennsylvania, Online   **AI for Business**
HarvardX, Online   **Introduction to Computer Science**

CERTIFICATIONS, SKILLS & ORGANIZATIONS

- Certified SAFe Agilist – Advanced Scrum Master, Certified Product Owner
- ICAgile Certified Professional – Agile Coaching, Agile Team Facilitation
- Advanced knowledge in SQL and Microsoft Excel
- Basic knowledge of Java, Python, HTML, and Amazon Web Services (AWS)
- Advanced knowledge of Web3.0 including cryptocurrencies, NFTs, and blockchain technology
- Advanced knowledge of Adobe Photoshop, Illustrator
- Advanced knowledge of human-centered design
- Advanced knowledge of Artificial Intelligence and its business applications
- Alpha Phi Alpha Fraternity, Inc. Beta Chapter