

# KHALID BIN NASBAN

## HR & People Operations | Performance Analytics

Saudi National · MBA · PMP® · Immediately Available

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### Professional Summary

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HR and people-development professional with 4+ years leading teams at a luxury international hotel in Riyadh — performance management, training & onboarding, workforce planning, and direct HR coordination. Pairs a genuine passion for developing people with strong analytics: advanced Excel dashboards, Power BI, and automated reporting. Saudi national with an MBA and PMP, seeking a dedicated HR / People Operations role. Immediately available.

### Core Skills

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Performance Management & KPIs · Training & Onboarding · Workforce Planning · People Development & Coaching · HR Coordination · Project Coordination · Dashboards & Reporting (Excel Advanced, Power BI) · Process Improvement

### Professional Experience

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**Night Manager** — Mövenpick Hotel & Residences, Riyadh Feb 2024 – Nov 2025

- Led an 18-member team: scheduling, attendance, performance monitoring, and coaching on KPI delivery and service standards.
- Designed a weighted 6-KPI performance dashboard (Guest Experience, Productivity, Attendance, Upselling, Loyalty, Supervisor Assessment) enabling fair, data-driven development conversations.
- Partnered with HR on workforce planning and staffing; automated nightly executive reporting, saving ~2 hours daily.

**Front Office Supervisor** — Mövenpick Hotel & Residences, Riyadh Jun 2023 – Feb 2024

- Managed people operations for 15+ staff: scheduling, attendance, performance, and onboarding; built tailored training plans with HR.
- Designed and delivered structured onboarding covering Opera PMS, SOPs, and service standards.

**Chief Concierge** — Mövenpick Hotel & Residences, Riyadh Oct 2021 – Jun 2023

- Built the concierge department from scratch during pre-opening: SOPs, training frameworks, and onboarding materials; coordinated with HR on recruitment and candidate assessment.

**Customer Experience Specialist** — STC (via CCC), Riyadh Jan 2019 – Mar 2021

- Handled high-volume customer support; analysed feedback trends to improve processes and consistently exceeded performance KPIs.

### Selected Projects

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**HotelPulse** — a hotel HR & operations platform I built end-to-end — real-time KPI tracking, Saudization and performance dashboards, and automated reporting ([binnasban.com](https://binnasban.com)).

**Performance Management System** — a weighted 6-KPI employee scorecard built from ~6,800 operational records, replacing subjective reviews with fair, data-driven development.

**Night Audit App** — a front-office financial audit tool automating VAT/tax pairing, reconciliation, and PDF reporting — validated against 4,640 real transactions.

### Education

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**Master of Business Administration (MBA)** — Saudi Electronic University 2026  
Second-Class Honours · GPA 3.56 / 4.0

**Bachelor of Business Administration in Marketing** — King Saud University 2016

### Certifications & Tools

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Project Management Professional (PMP®, PMI) · Entry Certificate in Business Analysis (ECBA, IIBA) · HR for People Managers (University of Minnesota) · OKR Certification · Emerging Leaders Program (Accor Academy)

Tools: Excel (Advanced), Power BI, MS Office | Languages: Arabic (Native), English (Fluent)