

NADIM MOUSSA

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OPERATIONS & PEOPLE PERFORMANCE LEADER – HOSPITALITY & SERVICE

Senior Operations & People Performance professional with 13+ years of experience across hospitality, consulting, and workforce development.

I build structure in complex service environments, develop high-performing teams, and improve operational efficiency, client experience, and workforce capability through measurable systems and leadership.

CORE VALUE

- Build and scale operational systems (SOPs, workflows, KPIs)
- Improve team performance, accountability & engagement
- Drive client experience transformation & service quality improvement
- Design and deliver training & workforce development programs
- Optimize operations for efficiency, consistency & profitability

CORE SKILLS

- Operations Management
- Process Improvement
- KPI & Performance Systems
- People Leadership & Team Development
- Training & Workforce Development
- Client Experience & Service Quality
- Recruitment & Workforce Structuring
- Hospitality Operations & Cross-Functional Coordination

PROFESSIONAL EXPERIENCE

INJAZ Lebanon – Facilitator (Career & Employability Programs) | January 2026–Present | Lebanon

- Deliver structured employability programs aligned with labor market needs
- Facilitate training in CV writing, interviews, communication & workplace skills
- Train 20–30 participants per cohort (40+ training hours per program)
- Provide 1:1 coaching to improve job readiness and employability outcomes

Velvet Services – Client Experience Lead | June 2024–June 2025 | Lebanon

- Increased client retention by **35%** through service journey redesign
- Implemented KPI-based performance tracking and coaching system
- Improved operational workflows and reduced service inefficiencies
- Strengthened team accountability and service consistency

Gazzaoui Group Holding – Client Experience Consultant | June 2023–June 2024 | Lebanon

- Conducted performance audits and customer satisfaction analysis nationwide
- Translated operational data into strategic improvement initiatives
- Delivered recommendations to enhance service and operational efficiency

Hodema – Hospitality Operations Consultant | June 2022–June 2023 | Lebanon

- Designed SOPs, workflows, and service structures for hospitality concepts
- Supported pre-opening operations for cafés and restaurants
- Improved operational readiness and service consistency

Private Luxury Residence – Operations Manager | May 2015–February 2021 | Jeddah, Saudi Arabia

- Managed full operational structure across multi-department environment
- Built SOPs, staffing systems, KPIs, and performance frameworks
- Led recruitment, onboarding, scheduling, training & supervision
- Ensured consistent high-level service delivery in demanding environment

(Crowne Plaza | Radisson Blu | Smallville Hotel) – Housekeeping Supervisor | 2011–2015 | Lebanon

- Supervised housekeeping operations across international hotels
- Ensured compliance with service standards and quality control systems
- Conducted inspections, scheduling, and team coordination
- Built foundational expertise in hospitality operations & service excellence

EDUCATION

Master's in Hospitality Management – Lebanese University (2021–2023)

Bachelor of Science in Hospitality Management – La Sagesse University (2008–2011)

French Baccalaureate – Collège Louise Wegmann (1993-2008)

LANGUAGES

Arabic (Native) | English (Professional) | French (Professional)