

NEKDIL KHAN

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ABOUT

Enhancing Experiences | Building Careers | Driving Business Growth

With a passion for customer journey optimization and talent acquisition, I specialize in creating seamless experiences that drive satisfaction, loyalty, and business success. Whether it's designing customer-centric processes or identifying top talent, my goal is to bridge the gap between people, purpose, and performance.

- Customer Journey: I analyze touchpoints to enhance engagement, streamline interactions, and elevate brand perception.
- Recruitment & Talent Strategy: I connect organizations with the right talent, ensuring cultural and professional alignment for long-term success.
- Business Impact: Through data-driven insights and strategic solutions, I help businesses grow by focusing on both customer and employee experience.

Let's connect and collaborate to create meaningful experiences—whether for customers or careers!

KEY SKILLS & EXPERTISE

- Full-cycle recruitment (candidate sourcing, screening, interviewing, onboarding)
 - Expertise in LinkedIn Recruiter, Monster Gulf, Naukri Gulf, Expatriate.com & ATS systems
 - Strong knowledge of Saudi Labor Law, visa processing, and compliance
 - Direct sourcing and headhunting strategies
 - Internal and external recruitment management
 - Employer branding and talent engagement
 - HR process optimization and policy implementation
 - Confidential handling of HR information
 - Effective coordination with internal & external stakeholders
 - Customer Experience & Journey.
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PROFESSIONAL EXPERIENCE

STC | Riyadh Saudi Arabia.

Customer Experience Analyst | Jan 2025- Present.

- Perform routine tasks in the design of various end - to - end product development initiatives including market research, competitor intelligence, market/product segmentation, etc., under the guidance of immediate seniors.
- Assist in collating market/pricing data of stc's products and services by coordinating with relevant market research companies, as guided by immediate seniors.

- Perform administrative tasks in marketing and corporate communication planning, implementing, reporting, documenting and monitoring activities, in an accurate and timely manner.
- Coordinate externally with relevant vendors including printing staff, graphic designers, and event managers etc. and escalates all their marketing material development queries to concerned personnel.
- Participate in stc's branding initiatives including brand image analysis and brand communication by performing all administrative tasks involved and supporting seniors in data analysis, when required.
- Assist in implementing all approved external communication plans related to media relations, event management, digital marketing and public relations, under the guidance of immediate senior.
- Collate all approved technical reports relevant to marketing and corporate communications for future reference and record keeping.

Intigral by STC | Riyadh, Saudi Arabia

Recruitment & Onboarding Executive | June 2022 – Dec 2024.

- Source, screen, and interview candidates to meet organizational needs.
- Manage the full-cycle recruitment process, from sourcing to onboarding.
- Conduct pre-screening interviews and present shortlisted candidates.
- Oversee employment contracts, offer letters, and consultancy agreements.
- Facilitate onboarding, including travel arrangements and accommodation.
- Ensure compliance with immigration documentation and HR policies.
- Enhance onboarding procedures to improve candidate experience.

3i Infotech Saudi Arabia | Riyadh, Saudi Arabia

Talent Acquisition Specialist | 2019 – May 2022

- Designed and implemented recruitment strategies for multiple clients.
- Managed job postings and talent sourcing via LinkedIn, Naukri Gulf, and Expatriate.com.
- Partnered with hiring managers to define job requirements and selection criteria.
- Ensured timely offer rollouts, visa processing, and legal documentation.
- Collaborated with the sales team to fulfill client hiring needs within deadlines.
- Oversaw onboarding processes and facilitated smooth new-hire transitions.

Associate HRMG | Jan 2016 – April 2019

- Led recruitment campaigns and talent acquisition initiatives.
- Developed and placed job advertisements across multiple platforms.
- Coordinated interviews and provided candidate evaluations.
- Managed HR operations, including visa processing, Iqama renewal, and insurance.
- Drafted employment contracts, offer letters, and other legal documents.

Sang Lee Group | Riyadh, Saudi Arabia

HR & Recruitment Officer | April 2015 – Dec 2016

- Developed manpower recruitment plans based on organizational goals.
- Utilized various sourcing methods, including job portals and recruitment agencies.
- Reviewed applications, screened candidates, and conducted interviews.
- Enforced HR policies related to recruitment and performance appraisals.

EDUCATION

MBA in Human Resources Management | Peshawar University, Pakistan | 2012 – 2013

BBA (Hons) in Human Resources Management | Peshawar University, Pakistan | 2007 – 2011

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Naukri Gulf Certified Recruiter
 - LinkedIn Certified Recruiter
 - Employer Branding to Attract Talent (LinkedIn, SHRM, HRCI)
 - Talent Sourcing Certifications (SHRM, HRCI, CPE, LinkedIn)
 - HR Analytics (Coursera)
 - Cybersecurity Awareness for HR Professionals
 - Hire Better, Hire Faster with Social Media & Digital Platforms
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