



# TUAN GAFFAR SAMIDON

**MBA (UK), DIBM (UK)**



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Flat 51, Bldg 790, Road 4018,  
Block 340.AI Jufair,  
KINGDOM OF BAHRAIN

## Expertise

Business Operations  
Sales & Marketing  
Business Development & Management  
Project Management  
Recruitment/Training Specialist  
Premier Customer Services  
Dealer/Business Partner  
Modern Trade  
Retail Management

## Personal Details

Religion : Islam  
Nationality : Sri Lanka  
Date of Birth : 5<sup>TH</sup> June 1975  
Marital status : Married  
CPR Number : 750677619  
Driving license : Available



## Summary

A dynamic MBA qualified Professional with over a decades unparalleled Managerial experience in Multinational Conglomerate managing multiple Business Portfolios under different positions looking forward for an exciting career opportunity to demonstrate my leadership attributes & capabilities to achieve/deliver Company's objectives.



## Experience

OPERATIONS MANAGER

Al Riyadh Group

2020 - Present

MANAGER - SALES & MARKETING

Hutch Telecom

2016 - 2020

MANAGER - PREMIER BUSINESS DEVELOPMENT

Hutchison Telecommunications

2013 - 2015

MANAGER - PROJECT IMPLEMENTATION

Hutchison Telecommunications

2007 - 2012

ASST. MANAGER – BRANCH OPERATIONS

Hutchison Telecommunications

2002 - 2007

SUPERVISOR – CUSTOMER SERVICES

Lanka Cellular Services (Pvt) Ltd

2000 - 2001

EXECUTIVE - CUSTOMER SERVICES

Lanka Cellular Services (Pvt) Ltd

1995 - 1999



## Education

Master of Business Administration **(MBA)**

Cardiff Metropolitan University – UK

2012 - 2014

Diploma in Business Management **(DIBM)**

London Business School - UK

2006 - 2007

Diploma in Computer Studies & Accountancy

YMMA Colombo

1994 - 1995

GCE Ordinary Level & Advance Level.

Zahira College, Colombo

1982 - 1994

## EXPERIENCE IN DETAIL

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**Presently working as Head of Operations** at Al Riyadh Group, Kingdom of Bahrain since 2020. A key Management contributor to the overall Business operations/development of the Organization.

**Previous experience:** 24 years of unparalleled experience as the **Manager – Sales/Sector Head, Manager – Business development, Manager- Project implementation & as Manager – Customer services** with an extensive knowledge in Sales & Marketing, Business development, Modern Trade, Dealer/Business partner Management & Retail Management.

**Professional Qualifications:** Knowledge gained in Business administration, Strategic business management and Successful business operations by completing the ***MBA, awarded by Cardiff Metropolitan University of UK & completed DIBM awarded by London Business School of UK.***

**Equipped with strong Managerial skills** in Management, Passionate for business planning, structuring, implementation of procedures/policies for operational requisites, Retail business, Market intelligence, Target/result oriented, effective communication skills, HRM & administration, Staff recruitments, effective training programs, Customer service excellence & maintain optimum industry standard levels.

**Computer literacy** with hands on experience in MS office applications, CRM, ERP, Project management, Retail/Sales software's.

**Overall experience:** Have strong interpersonal skills and in-depth knowledge in **overall Sales, Retailer management, Business Development, Customer service operations & project management.** Able to work in a highly stressed environment and willing to explore possibilities and acknowledge challenges of different magnitude.

## MAJOR MILESTONES & RESPONSIBILITIES IN BRIEF

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- Overall responsibility of Business Operations, HR & Development, Office Administration, Sales & Marketing, Project Management & Strategic Business decision making as a key contributor of the Management.
- Handling major Mall, Supermarket, Schools, Hospital & Government Interior design & fit-out projects of over 1.5 million \$.
- Managing Sales unit with an annual income of more than half a million US dollars & managing more than 400 retailer outlets & Branch offices, whilst maintaining high quality sales acquisition as per industry standard.
- 1350 Site completion work along with installation & deliver of Base sites.
- Maintaining excellent Performances in overall Customer service operation in front office, Call center, Complaint management, overall branch office operations & in premier services.

## SPORTS

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- Member of College Cricket team and all-round champions awarded by National Schools Cricket Association.
- Member of National Football Federation.