



TUAN GAFFAR SAMIDON

MBA (UK), DIBM (UK)



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Flat 41, Bldg 957, Road 5041,
Block 550. Budeiya,
KINGDOM OF BAHRAIN.

Skills

Leadership Attributes
Analytical skills & decision making
Strategic Management
Result oriented
Business model development
Independent Manager
Modern working ethics
Develop & Manage Business Portfolios

Expertise

Modern Trade
Retail Management
Sales & Marketing
Business Development & Management
Dealer/Business partner Management
Project Management
HR Recruitment/Training Specialist
Premier Customer Experience/Services



Summary

A dynamic MBA qualified Professional with over a decades unparalleled Managerial experience in multiple roles, looking forward for an exciting career opportunity to demonstrate my leadership attributes & capabilities to achieve/deliver Company's objectives.



Experience

MANAGER – SALES / SECTOR HEAD

Hutchison Telecommunications

2016 - 2020

MANAGER - PREMIER BUSINESS DEVELOPMENT

Hutchison Telecommunications

2013 - 2015

MANAGER - PROJECT IMPLEMENTATION

Hutch Sri Lanka

2007 - 2012

ASST. MANAGER – BRANCH NETWORK OPERATIONS

Hutch Sri Lanka

2002 - 2007

SUPERVISOR - CUSTOMER SERVICES

Lanka Cellular Services (Pvt) Ltd

2000 - 2001

EXECUTIVE - CUSTOMER SERVICES

Lanka Cellular Services (Pvt) Ltd

1997 - 1999

BILLING CO-ORDINATOR

CALLINK (Pvt) Ltd

1995 - 1996



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

Y.M.M.A Colombo

1994-1995

G.C.E. Ordinary & Advance Level (O/L) & (A/L)

ZAHIRA COLLEGE , COLOMBO.

1982 - 1994

EXPERIENCE IN DETAIL

Presently working as Manager – Sales/Sector Head at Hutchison Telecommunications Lanka (Pvt) Ltd (Subsidiary of Hutchison Whampoa group - Hong Kong) one of the leading Telecom operators in Sri Lanka, since 2016.

Previous experience: 20 years of unparalleled experience as the **Manager – Business development, Manager- Project implementation & as Manager – Customer services** with an extensive knowledge in Business development, Modern Trade, Dealer/Business partner Management & Retail Management along with end to end Customer services covering Nationwide operations.

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.***

Overall experience: 24 years of Working experience with strong interpersonal skills and in-depth knowledge in **overall Sales/Marketing, Modern Trade & Retailer Management, Business Development, Dealer/Partner management, Project Management & in Customer Service operations .**

Language ability & IELTS: Excellent written and verbal communication skills with high level of language proficiency in English, Tamil, Sinhala and Malay languages. **English IELTS band score 7.**

Equipped with strong Managerial skills in management, Passionate for Retail business, Market intelligence, Target/result oriented, effective communication skills, Staff recruitments, effective training programs, business planning, structuring, introduction and implementation of procedures/policies for operational requisites/servicing customers and maintain optimum industry standard levels.

Computer literacy with hands on experience in MS office applications, CRM, Retail and Sales monitoring software's.

Holding International Driver's License (IDP): Number 330641 (Sri Lanka A007802096).

Able to work in a highly stressed environment and willing to explore possibilities and acknowledge challenges of different magnitude.

TRAININGS ATTENDED

- Successfully completed training on 'Strengthening credibility and Brand image' by Daily meaning Indonesia.
- Attended 2 day training on 'Developing the Leader within you' by Dr. John C. Maxwell, facilitated by Lanka Healing hands.
- Honorable participation in 'Customer Care Symposium' by Sri Lanka Institute of Marketing.
- Successfully completed the inbound training on 'Teaching Techniques'.

Successfully completed the Adventure based education for Managers by 'Ella adventures' (out bound).

- Trained in many aspects of Customer service, Telephone techniques, Leadership, customer delightedness and Service excellence.

MAJOR MILESTONES AND AWARDS

- Managing Sales unit with an annual income of more than half a million US dollars & managing more than 400 retailer outlets island wide, whilst maintaining high quality sales acquisition as per industry standard.
- 400% Business growth shown within a calendar year with revenue growth of \$50,000 a month.
- Managing a Premier customer base of 30,000 with revenue contribution of over \$1.5 million per annum. Administering Churn at a rate 3% which is the TELCo industry standard.
- 1350 Site completion work along with Cabin/Air-condition installation & deliver of sites.
- Managing VOIP control & saving international call revenue of \$100,000 per annum.
- Winner of Customer Service Champion award.
- Successful completion of Service Camps organized in 5 major districts in the country as part of the Customer Retention programs as the Camp director, under the CEO's purview.
- Innovate and maintaining nationwide branch office operations and servicing customers by providing doorstep solutions thus reducing churn rate of customers.
- Maintaining excellent Performances in overall Customer service operation in front office, Call center, Complaint management, overall branch office operations & in premier services.

SPORTS

Was a member of College Cricket team and all island champions in 1991 awarded by Sri Lanka National Schools Cricket Association.

PERSONAL DETAILS

- **Full Name** : TUAN GAFFAR SAMIDON.
- **Gender** : Male
- **Date of Birth** : 5th June 1975
- **Nationality** : Sri Lankan Malay
- **Religion** : ISLAM
- **Marital status** : Married
- **Passport** : N 8138054
- **International Driver's License (IDP)** : Number 330641 (Sri Lanka A007802096)
- **Bahrain Personal ID** : 750677619

Non Related Referee:

Mr. Tuan Raheem

Regional Sales Manager- Almarai Company (Bahrain)

Contact: 33997992 / 17789788 ext: 1002