



KRISHAN PUGALENDI

Sales & Marketing

CONTACT INFORMATION

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PERSONAL INFORMATION

Full Name
Krishan Pugalendi

Passport
N6938602

NIC
892312508V

DOB
18.08.1989

Gender
Male

Nationality
Sri Lankan

LANGUAGE PROFICIENCY

- | | |
|-----------|--------------|
| English | - Proficient |
| Sinhala | - Native |
| Tamil | - Native |
| Hindi | - Fluent |
| Malayalam | - Fluent |
| Arabic | - Fluent |

SOFT SKILLS

- Multitasking
- Adaptability
- Analytical
- Teamwork
- Integrity
- Ethics
- Organization

PROFESSIONAL SUMMARY

Dynamic and results-driven Retail Shop Supervisor with over 17 years of experience in sales, marketing, and retail operations across international markets including Oman, Maldives, and Sri Lanka. Proven expertise in driving revenue growth through both B2B and B2C channels, with strong skills in customer engagement, merchandising, and team supervision. Adept at managing daily retail operations, building client relationships, and implementing effective sales strategies to exceed targets. Known for adaptability, dedication, and delivering exceptional customer experiences in high-paced retail environments.

AREAS OF EXPERTISE

- Retail Sales Operations
- Sales & Marketing Strategies
- Inventory Management
- Visual Merchandising
- Order Processing & Receiving
- Client Needs Assessment
- Market Trend Analysis
- B2B & B2C Sales
- Customer Relationship Management
- Team Supervision & Leadership
- Product Promotion
- Point of Sale (POS) Systems
- Stock Replenishment
- Cross-functional Coordination

WORK EXPERIENCE

RETAIL SHOP SUPERVISOR | JULY 2023 – FEBRUARY 2025

Oman United Agencies LLC - A subsidiary of Maritime & Mercantile International LLC, Dubai

DUTIES & RESPONSIBILITIES

- Supervise daily retail operations and ensure smooth store functioning.
- Lead, train, and motivate sales staff to achieve individual and team sales targets.
- Implement effective B2B and B2C sales strategies to drive revenue growth.
- Monitor inventory levels and coordinate with suppliers for stock replenishment.
- Maintain visual merchandising standards and ensure product displays are attractive and up-to-date.
- Provide excellent customer service and resolve customer complaints professionally.
- Analyze sales data and market trends to optimize product assortment and pricing.
- Prepare and submit sales reports and stock audits to management regularly.
- Coordinate promotional campaigns and product launches in collaboration with the marketing team.
- Enforce compliance with company policies, health, and safety regulations.
- Maintain proper documentation of store transactions, orders, and deliveries.
- Ensure optimal stock rotation and minimize product expiries or damages.
- Foster a high-performance culture focused on service excellence and sales efficiency.
- Liaise with the head office on stock requests, reporting, and sales planning.

ACCOMPLISHMENTS

- Increased monthly retail sales by 28% within the first six months by introducing targeted upselling techniques and staff performance incentives.
- Improved customer satisfaction ratings by 35% through staff training, complaint resolution protocols, and personalized service initiatives.
- Boosted B2B account sales by 40% by identifying key clients and nurturing long-term business relationships.

ASSISTANT STOREKEEPER | SEPT 2022 – JUNE 2023

Hideaway Beach Resort & Spa, Maldives

SALES EXECUTIVE | DEC 2019 - AUG 2022

Favourite International (Pvt) Ltd, Colombo 03, Sri Lanka

STORE ASSISTANT & RECEIVING OFFICER (FINANCE DEPARTMENT & F&B DEPARTMENT) | MARCH 2016 - JUNE 2019

Hilton Hotels & Resorts (Hilton Colombo Residences), Colombo, Sri Lanka

SALESMAN (MERCHANDISER FOR BOSE IN AUDIO DEPARTMENT) | FEB 2014 - 2016

Ohi Electronics, Muscat, Oman

SALESMAN (MERCHANDISER FOR TOSHIBA IN THE VIDEO DEPARTMENT) | MAY 2013 - FEB 2014

Bhawan Electronics, Muscat, Oman

OFFICER | FEB 2008 - APRIL 2013

Dialog Axiata PLC, Colombo 02, Sri Lanka

EDUCATION

CERTIFICATE IN COMPUTER NETWORKS & HARDWARE

National Institute of Business Management (NIBM)

CERTIFICATE IN MICROSOFT OFFICE 2007

JMC, Sri Lanka

COMPLETED SPOKEN ENGLISH DIPLOMA LEVEL

Royal Institute, Sri Lanka

G.C.E. ORDINARY LEVEL & G.C.E ADVANCE LEVEL EXAMINATION

Sri Lanka

EXTRA CURRICULAR ACTIVITIES

- Member of the U-16 College Football team
- Participated in athletic events in the College Annual Sports Meet

KEY COMPETENCIES

- Excellent sense of responsibility through enthusiasm and commitment to work.
- Driven by challenges, personal values and believes in teamwork.
- Excellent analytical and time management skills.
- Fully conversant with MS Excel and other MS office suite.
- Proven experience in sales and marketing strategy, boosting visibility and revenue.
- Strong market analysis skills to stay ahead of trends and competitors.
- Excellent communication and customer service, ensuring loyalty and satisfaction.
- Skilled in B2B and B2C sales, building lasting client relationships.
- Proficient in managing end-to-end retail store functions, ensuring seamless daily operations and efficient team coordination.
- Committed to creating a continuous improvement culture within a team and organization.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Quickly adapting to new environments, roles and ability to learn new languages, tools, or methodologies.

CORE SKILLS

- Verbal Communication : Recognized ability to communicate with a range of individuals from different cultures
- Collaborative Team Member : Ability to collaborate with team members and organize in all activities
- Leadership : Ability to "lead", influence or guide other individuals, teams, and organizations
- Reliable : Commended reliability as team member and supporter

REFERENCES

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