



M. SADATH MARIKKAR

Married Male Born 25 Feb 1988

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PROFILE

Dynamic and results-driven professional with a proven ability to thrive in both independent and collaborative settings. Committed to continuous learning and growth, I bring creativity, enthusiasm, and a strong work ethic to every challenge. Skilled at achieving goals in fast-paced, stimulating environments while fostering innovation and teamwork to drive success.

SKILLS AND ABILITIES

- ↗ Leadership & Team Management
- ↗ Operational Management
- ↗ Financial Acumen
- ↗ Customer Service Excellence
- ↗ Communication & Interpersonal Skills
- ↗ Strategic Thinking & Problem Solving
- ↗ Technical & Digital Skills
- ↗ Compliance & Risk Management
- ↗ Merchandising

CAREER HISTORY

Senior Retail Experience Manager | Softlogic Glomark Pvt Ltd | Sri Lanka

December 2020 – September 2024

- Spearheaded comprehensive retail operations, driving consistent sales growth and revenue maximization.
- Effectively managed a diverse team, focusing on performance optimization, training, and staff development.
- Streamlined inventory management to ensure accurate stock levels and availability, minimizing shrinkage.
- Delivered exceptional customer service experiences, significantly enhancing client satisfaction and loyalty.
- Oversaw financial operations, including budgeting, forecasting, and cost management, ensuring operational efficiency.
- Executed impactful visual merchandising strategies to boost product visibility and sales.
- Managed vendor relations, facility operations, tenant coordination, and ensured full compliance with safety regulations.

General Manager | M.Y. & Union (BD) LTD | Bangladesh

January 2016 – June 2020

- Led end-to-end production and operational management, ensuring optimal quality control and efficiency.
- Directed financial planning and performance, including budgeting, forecasting, and strategic cost management.
- Streamlined supply chain and inventory operations, reducing lead times and improving efficiency.

REFERENCES

Azam Muhammed Zubair

Dubai Islamic Bank
Fraud Risk Management
Retail Credit
UAE
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Srikanth Kandirasan

Softlogic Glomark
Cluster Manager
Sri Lanka
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Head of Operations | *Jumeirah Holding Pvt LTD* | Sri Lanka
November 2014 – December 2015

Outlet Manager | *Keells Super, Keells Group of Companies*
February 2013 – October 2014

Assistant IT Manager | *Raajan Transport Service Pvt LTD*
May 2010 – December 2012

EDUCATION AND TRAINING

Bachelor of Science (Hons) in Business Information Technology (Upper Second) | 2010–2011

International Advanced Diploma in Computer Studies (Internet Systems) | 2008–2010

International Diploma in Computer Studies (Computer Technical Support, E-Commerce) | 2005–2007

Microsoft Certified System Engineer (MCSE) | 2009

Cisco Certified Network Associate (CCNA) | 2012

TURNKEY IT Training – Computer Systems

G.C.E Ordinary Level | 2004–2006

ACHIEVEMENTS

- Awarded the **Best People's Award** for March 2024 at Softlogic Glomark, Mount Lavinia Outlet, in recognition of exceptional leadership and team management.
- Honored with the **Best Customer Mania Award** for 2013, acknowledging exemplary customer service and dedication to enhancing customer experience.
- Received the **Best Achievement Award** for Outstanding Performance in Sports in 2002, securing a Gold Medal for athletic excellence.