

**RIYASUDHEEN**

**MANAGER**

**Mall Operations**

**CONTACT DETAILS**

Sharjah – UAE

[Riyasudheen-394040@2freemail.com](mailto:Riyasudheen-394040@2freemail.com)

**VISA STATUS**

Visit Visa/Available Immediately

**PROFILE SUMMARY**

An experienced, practical and forward-thinking individual, who has a thorough understanding of Mall Operations and Facility Management works and can resolve any operational issues quickly in effective and efficient manner.

**SKILLS**

 Ability to work under pressure individually and in team.

* Preparation and presentation of Budget
* Quick decision making
* Investigate method to reduce operational cost
* Specialty leasing & Branding
* Event & Promotion planning
* Tenant coordination
* Negotiation & Finalization
* Conflict resolution

**PROFESSIONAL SUMMARY**



**Mall Operations Manager**

**January 2019 to March, Riyadh – Saudi Arabia**

* Manage on-site projects, manage team, service providers, tendering, reviewing, negotiating, renewing and closing SLA’s.
* Maintain a strong working relationship with all important Municipal Emergency services including Police, Civil Defense, and Fire & Para Medic Services.
* Oversee 3rd party service providers and negotiate service agreements for performing specialized maintenance.
* Setting KPA, KRA & KPI for the different levels and periodical review of the outcome of various department & third parties.
* Recruiting and training of needy staff for the center.
* Prepare and present operational budgets.

**Mall Operations Supervisor**

**2016 to 2018, Riyadh – Saudi Arabia**

* Maintain high-quality property standards through daily checks and periodic preventive maintenance.
* Provide uninterrupted service of utilities.
* Complete a daily report of vehicular traffic and other issues & provide a summary periodically.
* Handle conflicts amongs tenants and mall visitors.
* Supervise, guide and monitor Mall Operations team.

**Asst. Mall Manager**

**2011 to 2015, Riyadh – Saudi Arabia**

* Prepare marketing plan & Budgeting for the mall.
* Coordinate mall maintenance team and handle required procurements.
* Manage tenant shops operational compliance through regular audits, surprise visits, etc. Rectify any non-compliance through official warning, lease contractual penalties, as required.
* Plan and conduct events, seasonal decorations and festivals.
* Maintain up-to-date records and documentation for both mall-related and tenant-related documents.
* Periodical checking and inspection of machines and equipment’s and be ready for surprise visit from Governmental and Non-Governmental Officials.



**ACADEMIC QUALIFICATION**

**MBA** – **Marketing & HR – Anna University, Coimbatore, India - 2010 BBA** – **Business Administration – University of Calicut -India- 2007**