



SKYLINK
INNOVATIONS LTD.
Innovation Beyond Boundaries

Skylink Innovations Ltd.

Head Office: Dhaka, Bangladesh

Company Type: Private Limited
Company

Industry: Real Estate Services & Information Technology Enabled Services
(ITES)

Website: www.skylinkltd.ai

Company Overview

Skylink Innovations Ltd. is a forward-thinking private limited company headquartered in Dhaka, Bangladesh, with robust operations extending across the United States and Australia. With expertise spanning both the physical and digital realms, Skylink operates in two strategic verticals:

- **Property Preservation & Maintenance** — Delivering end-to-end services that maintain, secure, and restore foreclosed, pre-foreclosed, and post-foreclosed properties, enhancing their value and market readiness.
- **Information Technology Enabled Services (ITES) & Business Process Outsourcing (BPO)** — Providing highly scalable digital transformation, data processing, customer experience, and operational support services to global clients across various industries.

At Skylink, we prioritize innovation, responsiveness, and results-driven execution. Our commitment to excellence is reflected in every project we undertake—blending cutting-edge technology, industry-compliant practices, and a highly skilled workforce.

Our Vision

To emerge as a global trailblazer in real estate operations and digital transformation by nurturing long-term partnerships and delivering innovative, technology-driven solutions that make a meaningful impact.

Our Mission

To empower enterprises and communities with dependable, secure, and scalable service delivery by integrating strategic insight, domain-specific knowledge, and state-of-the-art tools within both physical infrastructure and digital frameworks.

Core Business Verticals:

1. Property Preservation & Maintenance

We deliver high-performance property preservation services that help clients safeguard vacant and distressed assets, maintain neighborhood standards, and ensure regulatory compliance.

Key Services:

- Lock rekeying, deadbolt installations, and secure boarding
- Winterization of plumbing systems and HVAC inspections
- Landscaping, lawn care, and ongoing curb appeal upkeep
- Hazard abatement, debris removal, and code violation correction
- Property condition reports, occupancy checks, and photographic documentation
- Routine inspections, maintenance scheduling, and emergency response
- Minor repairs including carpentry, painting, fencing, and structural patchwork

Who We Serve:

- National mortgage field service vendors
- Government housing authorities (HUD/FHA)
- Property preservation companies
- Institutional real estate investors and brokers

2. Renovation & Turn Services (Make-Ready)

Our make-ready services streamline unit transitions and improve rental timelines, ensuring each space is fully restored and tenant-ready.

Key Offerings:

- Deep cleaning, sanitization, and trash-out services
- Interior painting and drywall patching
- Carpet replacement and floor refinishing
- Appliance delivery, installation, and disposal
- Smoke and CO detector installation, light fixture upgrades
- Plumbing repairs and safety compliance adjustments
- Final punch lists and walkthrough coordination

Clients Include:

- Build-to-rent developers
- Multifamily property owners
- Section 8 housing managers
- Regional property management teams

3. Fix & Flip Project Management:

We help real estate investors modernize distressed properties to achieve high ROI through custom renovation planning, expert contractor management, and fast execution.

Investor-Focused Services:

- Full-scope design and construction planning
- Permit applications and inspections
- Transparent cost forecasting and scheduling
- On-site contractor supervision and quality assurance
- Market analysis for resale pricing strategies
- Final staging, deep cleaning, and MLS-ready prep

Ideal For:

- Flippers and wholesalers
- Real estate syndicates and hedge funds
- REO firms and private lenders
- Turnkey property investors

Information Technology Enabled Services (ITES) & BPO

As a Bangladeshi leader in ITES and BPO, Skylink provides world-class digital solutions tailored to meet the evolving needs of modern enterprises.

1. Customer Support Services

- 24/7 inbound and outbound call center management
- Multichannel live chat, SMS, and email support
- Tiered technical support and knowledge base development
- CRM integration and customer lifecycle analytics

2. Back Office Processing

- Large-scale data entry, conversion, and cleansing
- Order fulfillment, returns, and vendor coordination
- HR services: onboarding, payroll, and employee file management
- Accounting tasks including reconciliations and AR/AP tracking

3. IT Services & Support

- Manual and automated software QA testing
- IT helpdesk and remote desktop support
- System administration and IT infrastructure deployment
- Cybersecurity best practices and compliance monitoring

4. Finance & Accounting Outsourcing (FAO)

- Preparation of ledgers, P&L statements, and balance sheets
- Tax computation, VAT filings, and audit coordination
- Bank reconciliations and treasury management
- Forecasting and financial modeling

5. Knowledge Process Outsourcing (KPO)

- Business and market intelligence reporting
- Financial research and competitive benchmarking
- Legal process management, contract review, and documentation
- Medical billing, scribing, and transcription support

6. Digital Services

- Content moderation and community management
 - SEO, SEM, and online presence optimization
 - Social media advertising, analytics, and brand monitoring
 - Email marketing, A/B testing, and campaign automation
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Why Choose Skylink?

Innovation-First Approach: Our teams harness AI, automation, cloud solutions, and custom frameworks to deliver faster, smarter outcomes.

Global Reach with Local Accountability: We combine the scalability of offshore talent with regionally rooted leadership and compliance oversight.

Client-Centric Operations: Every engagement is supported by SLAs, real-time reporting, and dedicated account managers to ensure transparency and alignment.

Robust Security & Compliance: We maintain ISO 27001-aligned protocols, GDPR-ready practices, and encrypted workflows for maximum data integrity.

Our Clients

We proudly serve a broad range of partners, including: - National mortgage servicers and REO asset managers - Property management companies and REITs - Government entities and non-profits - Global eCommerce retailers - Legal and healthcare process outsourcing firms

With active operations in Bangladesh, North America, and Australia, Skylink Innovations Ltd. continues to build relationships based on performance, trust, and mutual growth.

Leadership Team

Chief Executive Officer (CEO):

MD Riyadh Arfin Bhuiyan — A dynamic and forward-thinking leader, the CEO of Skylink Innovations Ltd. brings a powerful blend of technical expertise, entrepreneurial insight, and future-oriented vision to the company's helm. A passionate technologist, he holds a degree in *Data Science* and is widely recognized as a **tech enthusiast and innovation strategist**.



With a strong background in artificial intelligence, he is actively involved in multiple AI-focused startups, where he contributes to the development of intelligent systems across industries. His mission is clear: to pioneer AI-driven transformation in key verticals of the ITES sector—particularly in medical outsourcing, business process automation, and category-based digital services.

Known for being a tech freak with a cause, he envisions a Bangladesh where AI augments service delivery, optimizes workflows, and makes advanced digital infrastructure accessible to global clients and local enterprises alike. His leadership is defined by a relentless drive to introduce next-generation technologies, including machine learning, natural language processing, and predictive analytics, into traditional service ecosystems.

Under his strategic guidance, Skylink Innovations Ltd. is rapidly evolving into a next-gen enterprise—one that integrates *real estate excellence* with *AI-powered digital operations*, setting new benchmarks for innovation and scalability. More than a CEO, he is a builder of ecosystems, nurturing talent, fostering research, and shaping the future of tech-enabled outsourcing from Bangladesh to the world.

His leadership is not just about corporate success, but about transforming industries, empowering communities, and making Bangladesh a regional leader in AI-infused ITES and BPO solutions.

Chairman of the Board:

Engr. Sami Yousuf (Ratan) — is a *senior engineer* with extensive experience in *infrastructure development and project management*, and serves as the *Chairman of the Board at Skylink Innovations Ltd.* His career spans both technical and entrepreneurial domains, demonstrating a rare blend of engineering precision and strategic business acumen.



While rooted in engineering, he has never confined himself to a single discipline. Over the years, he has emerged as a *successful entrepreneur and visionary leader*, consistently offering high-level guidance across diverse industries. His belief that *engineering is a powerful tool for nation-building* has inspired him to innovate and modernize the sector with advanced methodologies and future-driven thinking.

As the *founder and mentor of several organizations*, Engr. Sami Yousuf has created numerous employment opportunities and contributed significantly to capacity building in Bangladesh and beyond. His ventures have taken him across the globe—including the United States, Canada, Australia, the United Kingdom, Italy, France, Germany, Austria, Switzerland, Spain, Portugal, the Netherlands, Denmark, Poland, Sweden, Finland, Greece, Belgium, Malaysia, China, Nepal, India, Thailand, Saudi Arabia, and the United Arab Emirates.

At *Skylink Innovations Ltd.*, he plays a critical role in *strategic oversight and long-term vision*, ensuring the company not only excels in real estate and ITES/BPO services but also aligns with broader goals of national development and technological advancement.

He remains actively engaged with several esteemed organizations such as the *Dhaka Chamber of Commerce and Industry (DCCI)*, *Rotary International*, *Lions Clubs International*, among others.

As a *respected leader and global thinker*, he continues to influence industry practices while championing innovation, entrepreneurship, and sustainable growth.

Managing Director:

Golam Mustafa Sumon —is the Managing Director of Skylink Innovations Ltd., bringing with him a wealth of entrepreneurial experience and global business insight. A visionary leader with a pragmatic approach, he plays a key role in shaping the strategic direction and international expansion of the company.



He is also an accomplished businessman with a strong foothold in the *Middle East*, where he has successfully established and managed *export and import ventures* across sectors such as *infrastructure materials, technology products, and industrial goods*. His extensive network and deep understanding of cross-border trade enable him to identify new market opportunities and foster sustainable business growth.

At Skylink Innovations Ltd., he leads initiatives to strengthen global partnerships, streamline operations, and drive innovation. His leadership ensures the company remains agile, competitive, and aligned with international standards—positioning Skylink as a trusted name in both real estate services and ITES/BPO solutions worldwide.

Deputy Managing Director:

MD Riyadh Arfin Bhuiyan — In his dual capacity as *Deputy Managing Director* and *Chief Executive Officer* of Skylink Innovations Ltd., he plays a pivotal role in translating strategic vision into tangible outcomes. While his responsibilities as CEO focus on steering innovation, technological advancement, and long-term growth, his DMD role centers on *operational execution, organizational cohesion, and cross-departmental integration*.



He provides executive oversight across key functions, ensuring that all departments are aligned with Skylink’s objectives and that the company delivers consistent performance across its *Property Services* and *ITES/BPO* verticals. His leadership is defined by *precision, agility, and a relentless commitment to quality*, helping the company maintain high service standards while adapting to the evolving needs of global clients.

Known for his *hands-on, results-driven* approach, he facilitates *cross-border project management, compliance coordination, and workflow optimization*, ensuring seamless delivery in both domestic and international operations. His comprehensive knowledge of *business development, operational strategy, and client engagement* makes him a critical force in driving both scalability and sustainability.

Through his dual leadership roles, he ensures that *Skylink Innovations Ltd.* operates not only with strategic foresight but also with *operational discipline*, enabling the company to navigate complexities, capitalize on opportunities, and deliver measurable value to stakeholders.

Contact Information

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Skylink Innovations Ltd. – Where Property Meets Precision. Where Technology Drives Transformation.