



Terry Mathew

Date of birth: 09/12/1997 | **Nationality:** Indian | **Gender:** Male | **Phone number:** (+971) 503513571 (Mobile) | **Email address:** Mathewterry1997@gmail.com | **LinkedIn:** <https://www.linkedin.com/in/terry-mathew-5b2261115/> | **Address:** Al nud, Sharjah, United Arab Emirates (Home)

● ABOUT ME

I am a professionally and academically qualified individual with over 2.5 years experience. I am seeking employment that will make best use of my skills and allow me to develop them further. I am determined and enthusiastic, I have developed good planning & organisational skills and am confident working independently or as part of a team. I am flexible regarding working hours and am able to work a range of shifts.

● WORK EXPERIENCE

09/05/2022 – 03/04/2023 Dubai, United Arab Emirates

QUALITY ASSURANCE ANALYST COFORGE (WORKING FOR DUBAI AVIATION CORPORATION)

- Involved in the Quality Assurance stage between software development and deployment.
- Play a critical role in delivering high quality, perfectly-functioning software and web applications.
- Interacting with business users to understand product requirements.
- Reviewing software requirements and preparing test scenarios.
- Designing test plan, and Test cases along with the QA Team.
- Execute functional test cases to verify quality for product requirements.
- Analyzing results and reporting database impacts, errors or bugs, and usability.
- Record and document results and compare them to expected results.
- Working collaboratively with the development team to correct errors and participate in testing for product releases.
- Presenting findings to software development and business user teams.
- Function seamlessly with cross-functional teams for enhanced quality.

29/11/2021 – 02/02/2022 Ahmedabad, India

CUSTOMER SERVICES AGENT QATAR AIRWAYS

- Respond to customer queries over the telephone, email, fax, web chat, social media
- Maintain and generate reports as required
- Sell, up-sell and cross-sell Qatar Airways products and services to the customer
- Complete fraud prevention checks
- Make outbound calls to customers to provide information as and when it is required.

20/08/2019 – 11/12/2020 Trivandrum, India

CUSTOMER SERVICE OFFICER INDIGO

Assist customers through all procedures related to arrivals & departures in the following activities.

Reservations & ticketing:

- Making reservations across the counter
- Selling of tickets.
- Remitting cash to the concerned department.
- Answering customer queries over the telephone.

Departures

- Attend the pre – flight and post flight briefings.
- Setting up of check in counters.
- Screening of checked in baggage.
- Maintain high quality of Check in procedures.
- To assist customers with special requests.

Arrivals

- To assist customers with special requests.
- To assist customers with Mishandled / damaged baggage. Prepare all required reports for the same.
- Co-ordination with the baggage vendor for the damaged bags.
- Follow up with the en-route stations regarding lost baggage.

Post flight departure

- Filing of all necessary flight papers
- Any other responsibility assigned by the management from time to time

● EDUCATION AND TRAINING

23/07/2018 – 31/05/2019 Singapore, Singapore

MASTER OF BUSINESS ADMINISTRATION (AVIATION) Embry Riddle Aeronautical University Asia

Graduated with a Distinction

• **Relevant Coursework:** Managerial Accounting for Decision Making, Managerial Finance, International Business Administration, Investments, Strategic Marketing Management in Aviation, Business Policy & Decision Making, Business Research Methods, Advanced Aviation Economics, Air Carrier Passenger & Cargo Management, Global Logistics & Supply Chain Management, Airport Management, Production & Procurement in the Aviation/Aerospace Industry

• **Key Projects:** A theoretical discussion of the factors leading to the creation of the ASEAN Open Skies Agreement, Use of social media in Airline Crisis Management, Key factors that influence repurchase intention for Passengers traveling through Low cost carriers, E-Freight: An Unique Initiative That Can Completely Transform The Air Cargo Industry

Website <https://asia.erau.edu/> | Field of study Aviation | Final grade 4.00

08/06/2015 – 31/05/2018 Bangalore, India

BACHELOR OF BUSINESS ADMINISTRATION Christ University

Relevant Coursework: Business Economics, Business Management, Cost Accounting, Financial Accounting, Business Maths And Statistics, Marketing Management, Business Law, Indian Financial System, Human Resources Management, Global Law, Financial Accounting II, Banking Theory Law & Practice, Organisational Behaviour, E-Commerce, Corporate Law, EXIM Trade And Forex Management, Business Communication & Interpersonal Skills, Auditing, Business Analysis, Financial Reporting, Taxation, Corporate Governance Risk & Ethics, Financial Management, Insurance Management, Corporate Reporting, Advanced Financial Management, Advanced Performance Management.

Key Projects: Professional Business Plan

Website <https://m.christuniversity.in/> | Field of study Finance and Accountancy | Final grade 2.26

Dubai, United Arab Emirates

HIGHER SECONDARY (10+2) The Millennium School

Website <https://www.themillenniumschool-dubai.com/>

● LANGUAGE SKILLS

Mother tongue(s): **MALAYALAM**



Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C1	C2	C2	C1
HINDI	C2	C2	C2	C2	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Digital Skills - Test Results

 Information and data literacy	ADVANCED	Level 6 / 6
 Communication and collaboration	ADVANCED	Level 6 / 6
 Digital content creation	INTERMEDIATE	Level 4 / 6
 Safety	ADVANCED	Level 5 / 6
 Problem solving	ADVANCED	Level 6 / 6

Results from [self-assessment](#) based on [The Digital Competence Framework 2.1](#)

● **ADDITIONAL INFORMATION**

HOBBIES AND INTERESTS

- Travel
- Reading
- Trekking
- Mentoring
- Sports
- Photography