

MATHEN MATHEW CHERIAN

+971563477735, mathencherian@gmail.com
<https://www.linkedin.com/in/mathen-mathew-cherian>

EDUCATION

Amity University
Bachelor of Commerce (Hons)

Dubai, United Arab Emirates
Graduation: November 2018

GEMS Our Own Indian School
Commerce Stream,

Dubai, United Arab Emirates
March 2013- March 2015

SKILLS

- Resilient and responsible
- Positive attitude and detail-oriented
- Time and personnel resource management
- Team leadership and interpersonal skills
- Emotional intelligence and self-awareness
- Active Learning - Understanding the implications of new information for both current and future problem-solving and decision-making.
- Business Development
- Event Planning, Management and Collaboration
- Organizing the work setting to improve worker productivity.
- Strategic planning
- Scientific critical and analytical thinking, and effectively demonstrates empathy and patience.
- Microsoft Office 365, PowerPoint, Excel, Word, Outlook.

WORK EXPERIENCE

Mediclinic Middle East
Customer Care Agent

Dubai, United Arab Emirates
01 February 2021- 30 May 2021

- Achieved customer satisfaction by responding to incoming complaints and inquiries from patients and clients.
- Worked together with colleagues from other department's to come up with easier solutions for the most common complaints and issues faced by the patients.
- Developed customer management skills while having to book PCR Tests and Covid-19 Vaccination Appointments based on the various priority laws and guidelines given to us by the governing bodies of the both Dubai and Abu Dhabi simultaneously.

Tamouh Care and MediQ Staff – Rapid and PCR Testing Center
Frontline worker

Ras al Khaimah, United Arab Emirate
08 June 2020- 30 October 2020

- Successful in crowd control management by implementing new strategies
- Dealt with multi-cultured patients.
- Quick data entry due to high number of patients.

Maersk Training LLC. – Maritime Training Center
Customer Service Executive

Dubai, United Arab Emirates
01 February 2020- 31 March 2020

- Acting as a point of resolution to customers and ensure customer satisfaction and increase customer loyalty while projecting a professional, efficient and positive approach.
- Understood customer requirements so as to provide appropriate clarifications and solutions.
- Successfully managed to maintain and update customer documentation as needed.
- Communicate and co-ordinate with internal departments.

Mashreq Bank – Treasury Operations
Processing Executive

Dubai, United Arab Emirates
01 December 2018- 30 July 2019

- Provided up to date and adequate information to customers and clients.
- Main contact point for the brokerage tasks between the stock market and the clients
- Accountable for accurate and timely completion of day to day treasury activities which includes handling both cash receipt and payments globally and reconciling the same.
- Work with local, regional and global partners, vendors and customers including follow ups. Attend to customer complaints and resolving them.
- Treating of cash application and posting for bank accounts, maintaining proper documentation for incoming and outgoing entries.
- Studying bank fees, record keeping and payment procedures.
- Maintaining bank receipts and payments that are to be posted and cleared in the general ledger.
- Establishing good relations with customers and providing suitable assistance.
- Developed a basic knowledge of operating in Excel, Tradenet & Flexcube systems.

Volunteer / Sales Jobs

- @ Global Village – Dubai
- Events Coordinator / Sales @ Aktiv Nation – Dubai
- Event Crew @ Dubai Fitness Challenge - Dubai

PERSONAL DATA

- Date of Birth : January 26, 1998
- Nationality : Indian
- Visa Status : Parent Sponsorship
- Driving License : Valid UAE License

ACADEMIC PROJECTS

- Sectoral Report – “Recruitment Process in Retail and Trade Sector in the UAE” **January 2018**
- Dissertation – “E-Retailing and Social Media Trends in UAE” **January 2018**
- Independent study and research project on “Telecommunications in UAE” **February 2017**