



SHALOM SAM MATHEW

A highly motivated and results-oriented professional dedicated to continuous personal and professional growth. With a strong work ethic and a passion for learning, I thrive in dynamic and challenging environments. I am a strong communicator with exceptional interpersonal skills, allowing me to effectively collaborate with diverse teams and build positive relationships. With a keen attention to detail and a commitment to excellence, I consistently strive for high-quality outcomes in everything I do."

WORK EXPERIENCES

OPERATIONS MANAGEMENT TEAM

Holiday Makers Tourism L.L.C , Dubai
December 3,2022 - January 20,2023

- To Manage the logistical aspects of events, including transportation, accommodations, equipment and car rentals, and technical requirements. Coordinated with suppliers, drivers and vendors to ensure smooth event operations.

SALES PROMOTER

Byjus, Dubai
May 23, 2022- July 5,2022

- As a sales promoter at BYJU'S Learning App, my key duties included actively promoting and selling the app's educational products, engaging with potential customers, and showcasing the app's benefits. I generated leads, conducted product demonstrations, and closed sales deals by effectively addressing customer needs and concerns..

CUSTOMER CARE REPRESENTATIVE

SHARAF DG
December 20,2021-February 20,2022

- As a Customer Care Representative at Sharaf DG, my key responsibilities included providing exceptional customer service, resolving inquiries and concerns through multiple channels, managing orders and deliveries, maintaining in-depth product knowledge, handling complaints with professionalism, and actively seeking customer feedback.

VOLUNTEER AND CASHIER

SAN MARINO PAVALION, EXPO 2020 DUBAI
October 31,2021- December 15,2021

- Volunteered and guided the staff of San Marino Pavalion and did few arrangements for setting up the pavalion
- Managed the cash counter of the pavalion and also did the daily closing of the cashier machine

SALES ASSISTANT

Jumaira Printing Press
May 10,2021- September, 2021

- Advised and assisted customers.
- Handled complaints and forwarded serious issues to the manager on duty.
- Assisted with store deliveries.

SURVEYOR IN JAFZA DUBAI

Middle east survey engineering
March 14,2021-April 1, 2021

- Conducted survey on land sites and properties of Jebel Ali Free Zone
- Examined previous records and evidence to ensure data accuracy.



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AL NABBA, SHARJAH

PROFILE

- Date of Birth: 20th June,2002
- Gender: Male
- Marital Status: Single
- Nationality: Indian
- Languages: English, Hindi, Malayalam
- Visa Status: Mother's Sponsorship

SKILLS

- Microsoft Office
- Leadership
- Marketing
- Critical thinking
- Sales
- Problem-Solving
- Computer Literacy
- Customer Service
- Strong Communication

EDUCATION

- 10th CBSE from DAV Public School, Bhilai, CG,India (2018)
- *12th CBSE from Sharjah Indian School, Sharjah (2020)
- Bachelor of Commerce with specialization in marketing from Symbiosis College Of Arts and Commerce, Pune, India (2023)