

ALBIN MATHEW

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PROFESSIONAL SUMMARY

Results-driven professional with over 3 years of experience in administration, sales, media management, and IT support. Expertise in optimizing office operations, implementing customer retention strategies, and creating impactful multimedia content. Proven track record in driving efficiency, enhancing customer engagement, and utilizing digital marketing tools to boost brand visibility. A proactive communicator skilled at leading cross-functional teams to deliver measurable results.

EXPERIENCE

■ Sales Administrator and Media Coordination

WCIGULF – United Arab Emirates
July 2022 – Present

- Managed day-to-day administrative operations, including CRM, scheduling, and document management, increasing office efficiency by 15%.
- Spearheaded content creation and social media scheduling across multiple platforms, driving a 20% increase in engagement.
- Collaborated with sales and marketing teams to implement customer retention strategies, reducing churn by 10%.
- Utilized email marketing and online advertising campaigns to generate leads and boost brand awareness.

■ Customer Retention Manager

Max's Group LLC – Ukraine
November 2021 – June 2022

- Developed and executed customer retention strategies, reducing churn by 12% through data-driven insights and cross-department collaboration.
- Improved customer satisfaction scores by 25% through optimized communication processes and personalized solutions.
- Partnered with product teams to address pain points, enhancing the overall customer experience.

■ Purchasing and IT Operations Coordinator

Wayanad IT Solutions – India
September 2020 – September 2021

- Managed purchasing operations, negotiating pricing and terms with vendors, reducing procurement costs by 8%.
- Provided IT support including installation, configuration, and troubleshooting of hardware/software, ensuring minimal system downtime.
- Maintained accurate purchasing records and vendor agreements to streamline procurement processes.

EDUCATION

• Bangalore University

Bachelor of Food Technology
2017 – 2020

• Higher Secondary Education (Computer Science)

GVTHSS – Wayanad, Kerala, India
2015 – 2017

SKILLS

- Customer Support
- Sales Administration
- Office Coordination
- Customer Retention
- Engagement Strategies
- Content Creation
- Social Media Management
- Scheduling
- CRM Handling
- Data Analytics
- IT Support
- Vendor Negotiation & Procurement
- Multilingual Communication
- MS Office
- Canva

LANGUAGE

- English (Fluent)
- Malayalam (Native)
- Hindi (Proficient)
- Tamil (Proficient)
- Kannada (Proficient)